User Guide | PUBLIC

SAP for Me

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SAP for Me User Help

THE BEST RUN

Content

1 Get Started with SAP for Me

1.1 What is SAP for Me?

SAP for Me is the central place that will improve your SAP customer experience throughout all touch-points with SAP.

SAP for Me is your digital companion to easily interact with SAP and get immediate guidance to the best solution for you. It integrates important alerts, metrics, and insights about your SAP product portfolio in a single access point. SAP for Me has specialized dashboards for SAP Customers and SAP Partners.

Want to get started using SAP for Me? Check out How to Access SAP for Me [page 6], then Sign In to SAP for Me [page 8].

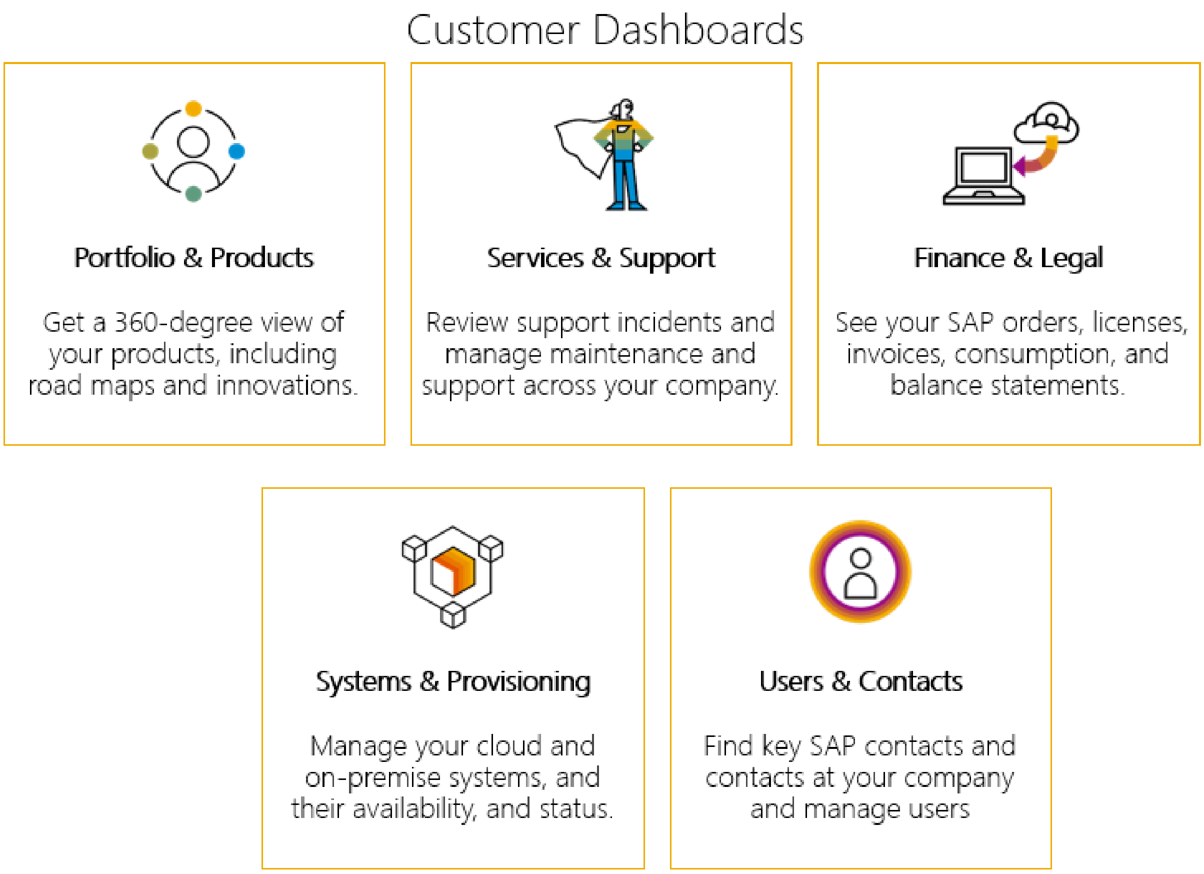
SAP for Me Mobile App

SAP for Me also has a mobile app for both iPhone and Android devices. The features are very similar. See iPhone Features [page 107], and Android Features [page 107] for more information.

Customer Dashboards

The *Customer Dashboards* is the entry point for customers. In this area SAP customers find several dashboards to help manage their SAP product portfolio, license consumption, orders and billing, systems provisioning, and more. See Customer Dashboards [page 19].

This image is interactive. Hover over each graphic for a description. Select the highlighted graphic for more information.

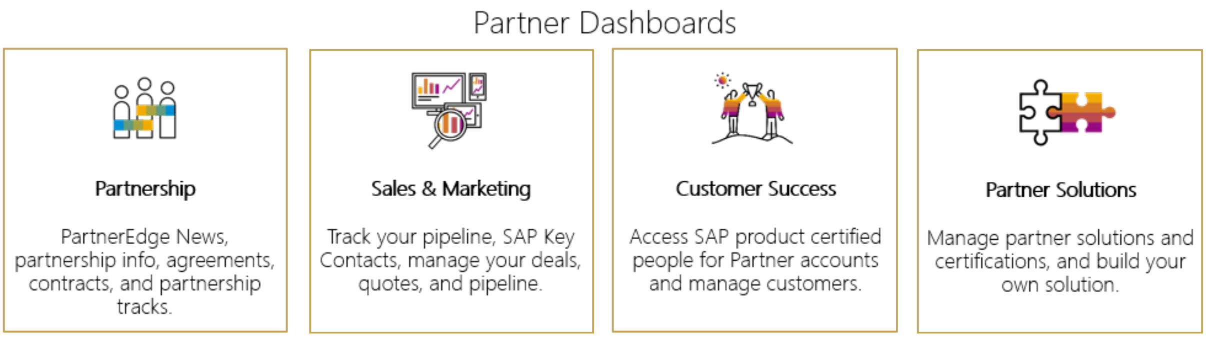


- Portfolio & Products [page 21]
- Services & Support Overview Tab [page 46]
- Finance & Legal [page 28]
- Systems & Provisioning [page 56]
- Users & Contacts Dashboard [page 73]

Partner Dashboards

The *Partner Dashboards* help partners with sales and marketing, deals, and pipelines. See the Partner Dashboards [page 74].

This image is interactive. Hover over each graphic for a description. Select the highlighted graphic for more information.



- Customer Success [page 91]
- Sales & Marketing [page 84]
- Customer Success [page 91]
- Partner Solutions [page 105]

Related Information

How to Access SAP for Me [page 6]

1.2 How to Access SAP for Me

You need an SAP S-user ID and authorizations from your Company Admin to access SAP for Me.

Here are some tips on how to get access to SAP for Me.

How to Access SAP for Me

Visit https://me.sap.com/. When you have the right authorizations, Sign In to SAP for Me [page 8].

I have an existing SAP User ID

If you have an existing SAP S-user or universal ID, you can simply sign in at https://me.sap.com/. Some capabilities still require special authorizations.

Request an SAP S-user ID

SAP for Me uses the S-User authorization to control access to sensitive data. Contact your Company Admin to request an SAP S-user ID. If you don't know the User Admin at your company, visit the SAP Customer Interaction Center and select *Contact CIC* on the page or *Contact Us* in the blue tab on the right.

Who is my S-User Admin?

If you don't know who your Company Admin is, contact the SAP Customer Interaction Center for help. You can contact support using Chat, Phone, or Email.

Here's some more info on Accessing SAP for me. How do I get access to SAP for Me?

I need help accessing SAP for Me

If you still can't access SAP for Me or you don't know your S-user account, contact SAP Support. Get SAP for Me Support [page 17].

I can't access certain features or cards in SAP for Me

Certain capabilities in SAP for Me need special authorizations. If you are an S-User and you don't see information on a card in SAP for Me, you'll see a message on the card that you aren't authorized. In the message, select *Company Administrators* to open a list of Admins at your company. Select the name of an admin, then select *Send E-Mail* to request access. If you need additional help, visit the SAP Customer Interaction Center to chat with support or submit a support case.

SAP Admins

Your User Admin can assign authorizations to S-Users on the *Support User Administration* card on the Users & Contacts Dashboard [page 73].

Try the SAP for Me demo

Visit SAP for Me Try Meto play around with the features with some demo data.

Related Information

[SAP for Me Authorizations [page 15]]
[Manage User Authorizations [page 15]]

1.3 Sign In to SAP for Me

If you have an existing SAP S-user or Universal ID, you can sign in to SAP for Me. Some capabilities still require special authorizations.

If you need help accessing SAP for Me, see How to Access SAP for Me [page 6].

Procedure

1. Go to https://me.sap.com/ and select *Sign In*.
2. Use your SAP S-User ID or Universal ID and password to sign in.

   When you sign in to SAP for Me, you'll have a few options to personalize your SAP for Me *Home* page.

   You can optimize your experience in SAP for Me by importing your data from the applications you use on the SAP ONE Support Launchpad into your SAP for Me *Home* page.
3. When you first sign in, you'll be asked what you want to do. Select the option that is right for you.

Type of User	Options
SAP ONE Support Launchpad user signs in to SAP for Me for the first time.	Select one of these options: ◦ *Sure, import my data* to import your SAP ONE Support Launchpad data into your predefined *Home* page cards. ◦ *No, thanks* to Customize Your SAP for Me Home Page [page 10] yourself.
User is not an SAP ONE Support Launchpad user and signs in to SAP for Me.	We add some sample content to get you started on your *Home* page. You can customize the *Home* page however you like.

> **i Note**
>
> If you agree to let us create your SAP for Me *Home* page using your SAP ONE Support Launchpad data, we'll create it based on the applications you used in the 12 months.

4. You can Customize Your SAP for Me Home Page [page 10] at any time.
5. Now go start enjoying using SAP for Me.

1.4 SAP for Me Home page

The SAP for Me *Home* page lets you see at-a-glance all the information that is important to you today and what actions you need to take.

What is the SAP for Me Home Page?

The *Home* page is your entry point into SAP for Me. If you are a known SAP ONE Support Launchpad user, you can let SAP import your user data and personalize your *Home* page to simplify and customize your experience.

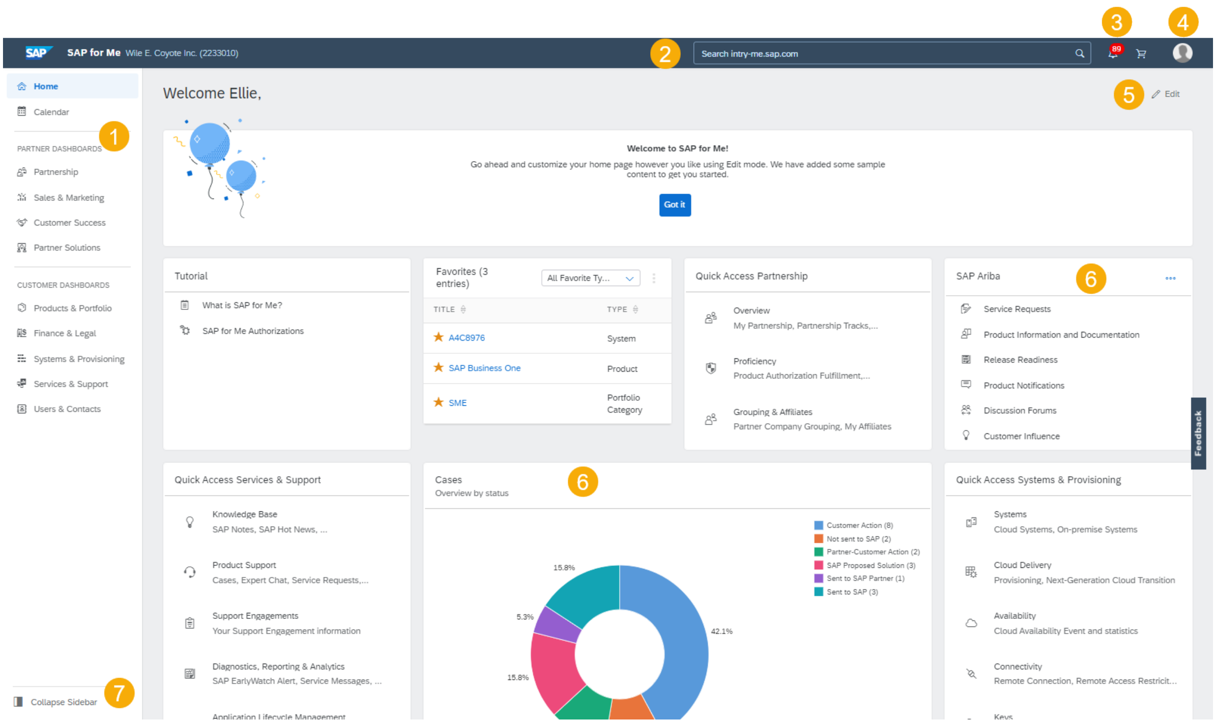
What you can do with your Home page

After you Sign In to SAP for Me [page 8], you:

- have several options to import your SAP data and customize your *Home* page. See Sign In to SAP for Me [page 8].
- can Customize Your SAP for Me Home Page [page 10] to meet your needs.

Your SAP for Me Home Page

Here's an example of a typical SAP for Me *Home* page. The numbers in the image correspond to the descriptions below.



Feature	Description
1. Side bar with links to *Home* page and SAP for Me dashboards	Select any of the dashboards to see the information you need. • Select the *Home* page see all your relevant information at-a-glance. • Quick access to all your dashboards from the SAP for Me sidebar. • View your SAP for Me Home Page and . • View and customize your Calendar [page 114].
2. Search	Enter text in the search box at the top of the page to find what you need.
3. Notifications	Select at the top of the page to see any important notifications.
4. Profile	Select at the top right to see your profile, preferences, company information, My Learnings [page 13], sap.com, the SAP Community.
5. Edit	Select *Edit* to Customize Your SAP for Me Home Page [page 10].
6. Cards	• Custom cards are available on all dashboards and tabs. Cards have various actions you can use to help you with your tasks. See SAP for Me Cards [page 11] for more information. • *Additional Services and Information*: access customized information for each dashboard or tab.
7. Sidebar	The sidebar: • shows the SAP for Me dashboards you have access to. • On the bottom left of the page, you can select to Expand or to Collapse the sidebar.

Related Information

Customize Your SAP for Me Home Page [page 10]
Add Favorite Products [page 22]

1.4.1 Customize Your SAP for Me Home Page

Customize the SAP for Me *Home* page and make it your own personal dashboard.

The SAP for Me *Home* page is your entry point into SAP for Me. The *Home* page displays the information that is important to you today and what actions you need to take.

The first time you log in to SAP for Me, you can customize your *Home* page.

You can customize your SAP for Me *Home* page by dragging and dropping cards wherever you want and adding and removing cards from the *Home* page.

Procedure

1. From the *Home* page, select *Edit*.
2. In the *Card Catalog*, search or browse for a card you want to add. You can check the box at the top if you also want to see cards you're not authorized to see.
3. Check to box to the left of the cards you want to add or select *Delete Card* for the cards you want to delete on your *Home* page.
4. Close the *Card Catalog* when you are done customizing your *Home* page.

1.5 SAP for Me Cards

SAP for Me cards show the customized information you need to see or export.

Cards have standard actions you can use to help you with your tasks. These actions are available for you to use on all of the SAP for Me cards:

Action	Description
	Select *See All Entries* on the top right of the card to see all entries in the selected card. Select to close the page.
	Select *Sort* at the top of each column to sort columns.
	Select *Mark as Favorite* to the left of a product name to Add Favorite Products [page 22] to see only your favorite products.
	Select the *Card Menu* to: Select *What is this card about?* to get help on each card and how to use it.
	Select *Contact Us* to: • *Written Incident* to create an SAP for Me incident on the SAP Create Incident system. • *Phone* to find SAP Support phone numbers.
	Select *Export* to export the data on the card into an .xlsx file on your computer. Not all cards can export data. See Export [page 12].
	To access your preferences, SAP contacts, company information, and learnings. See User Action Menu [page 13] for more information.

Action	Description
> ∨	Select > expand or ∨ collapse on a card row (when available) to see more information in that row.

Related Information

Customize Your SAP for Me Home Page [page 10]

1.5.1 Export

When available, you can export data on various cards to an .xlsx file on your computer.

Procedure

1. Select ⋮ to see several actions.
2. Select *Export* to generate an .xlsx file.
3. Keep the default file name or rename it and *Save* it to *your* computer. You can open this file in a program that supports .xlsx files.

Related Information

My Products Card [page 23]

1.6 User Action Menu

The SAP for Me *User Action* menu (sometimes called *Profile* menu) gives you access to your profile, preferences, company info, learning, and more.

Action	Description
	Select the **User Action** menu to access your profile, preferences, and other important information.
	Select *My Preferences* to set your preferences however you like. You can save central settings, like preferred date, time, and number format. These preferences are in sync with your SAP ONE Support Launchpad preferences and you can change your preferences in either portal.
	Select *My Company Info* to access: • key information about the company your user is assigned to on the *S-User Company Details* card. • your SAP Universal ID details and change your password, update your persona and contactl information (select *Edit* button), on the *S-User Contact Details* card.
	Select *My Learnings* to find training and learning materials that interest you. See My Learnings [page 13] for details.
SAP Website	Visit the SAP website to learn about products, training, support, and more.
SAP Community	Visit the SAP Community to exchange ideas with other users, find answers to your questions in blog posts, and explore other community resources.
	Select *Log Out* to log out.

Related Information

SAP for Me Cards [page 11]
What is SAP for Me? [page 4]

1.6.1 My Learnings

Manage your learning plans and learning history, and review your certification status in *My Learnings*. Discover new trainings and certifications.

From anywhere in SAP for Me, on the top right, select the *User Menu* , then select *My Learnings*.

My Learnings has 2 cards:

Card	Description
My Learning Plan and History card	• See a list of your learnings and the status of each learning. • Export [page 12] your learnings to a .xlsx file on your computer. • Select Open SAP Learning Hub to explore more learnings, for any role, skill-level, and SAP software solution.
My Certifications card	• See a list of your certifications and the status of each certification. • Search for certifications and filter to see *Current Only* certifications. • Select *New Certifications* to see a list of available and valid certifications on the SAP Training Certifications Validities site.

Related Information

Export [page 12]

2 Learn More About SAP for Me

2.1 SAP for Me Authorizations

You need an SAP S-user ID to access SAP for Me.

and review critical company data in , and special authorizations, depending on the situation. SAP for Me authorizations are granted to any S-User by Super Admins or Cloud Admins.

Want to get started using? Check out How to Access SAP for Me [page 6].

SAP for Me for Customers Access

You need an SAP S-user ID to access SAP for Me Customer dashboards. Some content and cards require additional authorization. Contact your S-User Admin or Super Admin to get access. Read more here: What permissions do you need for SAP for Me?

SAP for Me for Partners Access

You need an SAP S-user ID to access SAP for Me Partner dashboards. Some content and cards require additional authorization. Contact your Partner Security Manager to get access. Read more here: What permission do you need for SAP for Me Partners

Related Information

How to Access SAP for Me [page 6]
Manage User Authorizations [page 15]

2.2 Manage User Authorizations

An S-User Admin or Super Admin can assign permissions to SAP for Me.

An S-User Admin or Super Admin can authorize users to access SAP for Me in the SAP User Management app in the SAP ONE Support Launchpad.

An S-User Admin can also authorize users in the SAP for Me *Users & Contacts* dashboard.

Procedure

1. From the sidebar, select ▸ *Customer Dashboards* ▸ *Users & Contacts* ▸ dashboard.
2. Select the title at the top of the *Support User Administration* card to go to *User Management*.
3. On the *User Management* page, follow these steps to manage your users and authorizations: User Management Help.

   Here are some helpful blog articles:
   - About the user, authorization, and admin concept
   - Which authorizations do you need to leverage SAP for Me?

Related Information

SAP for Me Authorizations [page 15]
How to Access SAP for Me [page 6]

2.3 Get the Latest News on SAP for Me

Learn more about SAP for Me in the community and product pages, including key capabilities, latest news and trends, and more.

 • SAP for Me Community [https://community.sap.com/topics/sap-for-me]	Visit the SAP for Me Community to hear from the experts, share information, ask questions, and more.
 • SAP for Me Product Page [https://www.sap.com/services/for-me.html]	Visit the SAP for Me Product Page for more information and updates on SAP for Me key capabilities, customer testimonials, videos and more.

2.4 SAP for Me Community

The SAP for Me Community is a great resource for information.

Join the SAP for Me Community to hear from the experts, share information, ask questions, watch the webcast series. attend Community calls, and more.

- https://www.sap.com/services/for-me.html?pdf-asset=2cae8004-4b7d-0010-87a3-c30de2ffd8ff&page=8 [https://www.sap.com/services/for-me.html?pdf-asset=2cae8004-4b7d-0010-87a3-c30de2ffd8ff&page=8]

2.5 Get SAP for Me Support

Quickly and easily get SAP for Me support at any time.

For detailed steps on creating a support case and contacting SAP support, see How to create/submit a customer case - SAP for Me.

Customer Dashboard Support

To get help in the SAP for Me application:

1. Select the 3-dot menu ⋮ at the upper right corner on any Customer Dashboard card.
2. Select *Contact Us*.
3. Select one of these options:
   - *Written Incident* to create an SAP for Me incident on the SAP Create Incident system.
   - *Phone* to find SAP Support phone numbers.

SAP for Me Partner Dashboards Support

Partner Dashboard Support

There are a few options to get *Partner Dashboard* help in the SAP for Me application:

1. Select the 3-dot menu ⋮ at the upper right corner on any Partner Dashboard card.
2. Select *Contact Us*. An email opens up in your email application and you can send your question to SAP Partner Experience Delivery at **partner@sap.com**.

Another great feature is that *Partner* dashboards have an integrated *Get Assistance* feature to guide you to the right place for the best information. See Partner Get Assistance [page 75] for details.

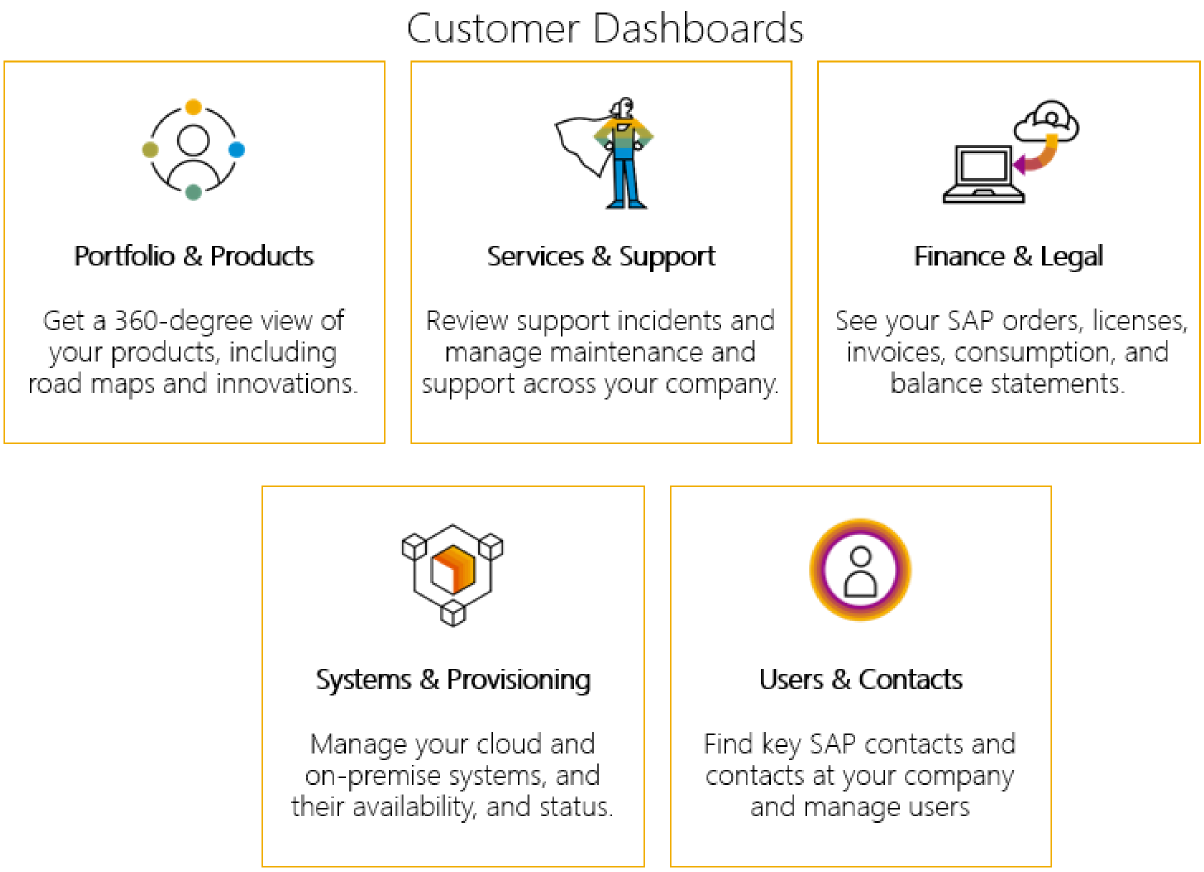
3 Customer Dashboards

3.1 Customer Dashboards

The SAP for Me *Customer Dashboards* has various views to manage your SAP portfolio.

Customer Dashboards Overview

The *Customer Dashboards* has these views. This image is interactive. Hover over each graphic for a description. Select the highlighted graphic for more information.



- Portfolio & Products [page 21]
- Services & Support Overview Tab [page 46]

- Finance & Legal [page 28]
- Systems & Provisioning [page 56]
- Users & Contacts Dashboard [page 73]

Customer Dashboards Features

Each *Customer Dashboard* has these views and features.

Dashboard	Description	Tabs and Cards
Portfolio & Products [page 21]	Get a 360-degree view of your products, including road maps and innovations.	My Product Portfolio Tab [page 21] • My Products Card [page 23]
		Explore Products Tab [page 26]
Finance & Legal [page 28]	Review your SAP orders, licenses, invoices, consumption, and balance statements.	On-Premise Tab [page 29] • On-Premise Materials Card [page 30] • Orders Card [page 30] • On-Premise Maintenance Card [page 31]
		Cloud Tab [page 33] • Cloud Materials Card [page 34] • Orders Card [page 30] • On-Premise Maintenance Card [page 31]
		Billing Tab [page 37] • Pay Invoices [page 38] • Balance Statements Card [page 41]
Services & Support Overview Tab [page 46]	Review support incidents and manage maintenance and support topics across your company.	• Cases Overview by Status Card [page 48] • Product Support Tab [page 50]
Systems & Provisioning [page 56]	Manage your cloud and on-premise systems, as well as their availability and status.	Systems Tab [page 58] • Cloud Systems Card [page 58] • On-Premise Systems Card [page 62]
Users & Contacts Dashboard [page 73]	Connect with key SAP contacts and other colleagues and manager your users.	• Important Contacts in My Company • Manage S-Users • Manage Service Partner Users • Benefit from Single Sign-On

Get Help with Customer Dashboards

See Get SAP for Me Support [page 17] for more information.

Related Information

SAP for Me Cards [page 11]

3.2 Portfolio & Products

Portfolio & Products lets you easily manage all your on-premise and cloud products in your SAP product portfolio.

Portfolio and Products also gives you a view all road map innovations integrated into your cloud and on-premise product portfolio. Find out more How SAP for Me connects your Product Portfolio with new Road Map Innovations.

For more information on the Capability area, *Portfolio and Products*, take a look at the Capability Area for Portfolio & Products.

From the sidebar, select *Customer Dashboards* > *Portfolio & Products.*

Portfolio & Products has these tabs:

Tab	Description
My Product Portfolio Tab [page 21]	See all your purchased SAP products, type (on-premise or cloud), license materials, orders, and systems.
Explore Products Tab [page 26]	Get an overview of and try relevant products that are not currently in your SAP product portfolio.

Related Information

Customer Dashboards [page 19]

3.2.1 My Product Portfolio Tab

The *Your Product Portfolio* tab lists your products in the context of the respective SAP product. Get a comprehensive overview of your individual products.

Your Product Portfolio includes My Products Card [page 23] to manage your SAP products.

The *My Product Portfolio* tab has these cards:

Card	Description
My Products Card [page 23]	A list of all your purchased products, license materials, orders and systems.

Card	Description
SAP App Center: Partner Lead Inquiries card	Overview of your inquiries sent to AppCenter partners.
SAP App Center Partner Deals card	Overview of deals provided by partners.
Additional Services and Information	SAP services and websites to help you get efficient use of your product portfolio.

Related Information

Explore Products Tab [page 26]
Portfolio & Products [page 21]

3.2.1.1 Add Favorite Products

Mark your favorite products in SAP for Me.

Procedure

1. Anywhere you see a list of your products, you can select ★ *Mark as Favorite* to the left of the *Product Name* to mark your favorite products.
2. When searching for your products, you can select the *Favorites only* box at the top of your product list to see only your ★ favorite products.

Related Information

My Product Portfolio Tab [page 21]
My Products Card [page 23]
SAP for Me Home page [page 9]

3.2.1.2 My Products Card

The *Your Products* card lists all your SAP products, both cloud and on-premise, and important metrics across products.

Procedure

1. Go to *Customer Dashboards* > *Portfolio & Products* > *Your Product Portfolio tab* > *Your Products* card.
2. On the *Your Products* card, you can:
   - select your products that you want to mark as *Favorites*.
   - check the *Favorites only* box to only see your favorite products. See Add Favorite Products [page 22].
   - select the *All Portfolio Categories* list and select a category you want to see.
   - Export [page 12] in your product list.
3. Select a *Product Name*, *License Materials* number, *Orders* number, or *Systems* numer in the list to see more detailed information on the Purchased Product Details Page [page 23].
4. If you see Notifications [page 114] on potential overusages under *License Materials*, select the alert for more information.

Related Information

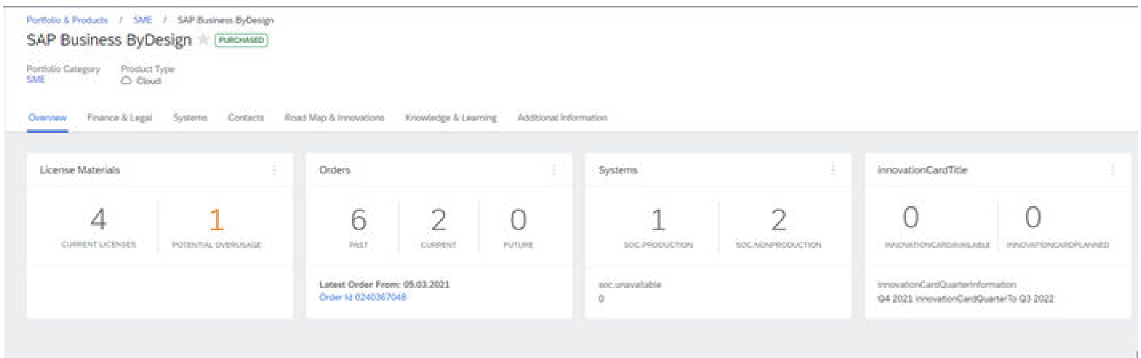
Portfolio & Products [page 21]
Add Favorite Products [page 22]

3.2.1.3 Purchased Product Details Page

The purchased *Product Details* page shows all your purchased product information.

Procedure

1. Go to *Customer Dashboards* > *Portfolio & Products* > *Your Product Portfolio tab* > *Your Products* card.
2. Select a *Product Name* from *Your Products* list to see the *Product Details* page.



3. Select any of the tabs on *Product Details* to get more information on your product.

Tab	Product-Related Cards for Purchased Products
Overview	Product-related overview: ◦ *Materials* card:You can see the number included in the product licensing or subscription. Select *Current Licenses* or the compliance indicator to go to the *Finance & Legal* tab. ◦ *Orders* card: You can see the number of your orders for this product valid in the past, current or future. Select a figure on the *Orders* card to go to the *Finance & Legal* tab ◦ *Systems* card: You can see number of systems for this porduct, productive or non-productive. Select a figure on the *Systems* card to go to the *Systems* tab. ◦ *Innovations* card: You can see the number of current and planned innovations for this product. Select a figure on the the *Innovations* card to see *Available* and *Future* product-related innovations.
*Finance & Legal*l	Product-related overview: ◦ *Materials* card: materials summariezed across all your orders. ◦ *Orders* card: past, current, and future order info.
Systems	*Systems* card: product-related systems, detailed information, and availability status. The list is pre-filtered by the production role.
Contacts	Product-related SAP contacts and product-related contacts in your company. See Manage Product Contacts [page 25] for details.
Road Map & Innovations	Available and future product-related road map for four quarters. Select *Go to SAP Roadmap Explorer* at the bottom of the tab to open the *SAP Road Map Explorer* to see the SAP future product portfolio and Intelligent Enterprise. You can also see SAP Road Maps.
Knowledge & Learning	Product-related *Learning Journeys* and relevant training.
Additional Information	Additional product-related info such as, release notes, learning, SAP Community, and more.

Related Information

My Products Card [page 23]

3.2.1.4 Manage Product Contacts

Use the *Contacts* tab to see SAP contacts for your purchased products and manage product-related contacts and roles in your company.

Procedure

1. Go to *Customer Dashboards* > *Portfolio & Products* > *Your Product Portfolio tab* > *Your Products* card.
2. Select a product on any SAP for Me dashboard in to see the Purchased Product Details Page [page 23].

Contacts Tab Cards

3. Select the *Contacts* tab, which has these cards:

Card	Description
SAP Contacts **card**	Find SAP contacts that are relevant to your products.
Product-Related Contacts In Your Company **card**	Find contacts at your company that are relevant to your products.
Contractual Contacts	Find contacts at your comnpany who are listed as key stakeholders for your product orders. Required authoriza-tions: Display Order Information in SAP for Me.

Assign Contact to a Role

4. To assign contact roles, on *Product-Related Contacts In Your Company*, select a *Role* you want to assign, then select *Assign Contact*.
5. Search for a contact name to assign, then select *Done Editing*

Edit a Contact Role

6. To edit a role, select an assigned role, then select *Edit*. Make your changes and save.

Remove a Contact

7. To remove a contact from a role, select an assigned role, then select .

8. Select any of these roles to assign to a contact:

Post-Sales Contact Roles on LoB Product level

Contact Role	Source Object	Role Description	Partner Function	KP Relation Attribute
Main Contact	Contract/Order (X-LoB)	Main contact for customer onboarding, receives the confirmation when the order is processed (includes the confirmed Start Date).	00000015	KP00000015
Technical Admin (Contact IT)	Contract/Order (X-LoB)	Technical administrator and main contact for technical and system-related communication.	ZK000015	KPZK000015
Financial Contact	Contract/Order (X-LoB)	Main contact for finance-related communication including invoicing.	00000003	KP00000003
Business Owner	Sales Handover by LoB	Responsible for the investment and realization of expected value (ROI) through end-user onboarding and adoption.	ZOCBPSME	KPCBPSME
System Administrator New	Sales Handover by LoB	Responsible for the maintenance, configuration, (data) integration and reliable operation of the Cloud solution at the customer.	ZS00SYAD	KPZS00SYAD
Project Manager	Sales Handover by LoB	Responsible for the project and implementation until (at least) Go-Live of the solution for the customer.	ZOCPLEAD	KPCPLEAD
Partner Project Lead	Sales Handover by LoB	Responsible at the Partner leading the customer project and implementation until (at least) Go-Live of the solution.	ZOPPLEAD	KPPPLEAD
Process Owner	Sales Handover by LoB	Responsible for the business process and workflow that drives the technical solution.	ZOPOOWNE	KPPOOWNE
Process Admin	Sales Handover by LoB	Responsible for administering the system for a specific solution process or for all system administrator activities.	ZOPOADMI	KPPOADMI
Enablement Lead	Sales Handover by LoB	If part of the customer project team, supports the roll-out and enablement of end-users.	ZOENTCONT	KPENTCONT
Executive Sponsor	Sales Handover by LoB	Senior executive responsible for LOB / team using the system and/or systems across organization. C-Level/ VP +, CHRO, SVP HR, CFO.	ZOEXESPO	KPEXESPO
Security Contact	Sales Handover by LoB	Responsible for monitoring and enforcing security controls and safeguarding networks and data against threats on the customer side.	ZOSECCON	KPSECCON
Governance Contact	Sales Handover by LoB	Responsible for managing data governance activities and the protection of sensitive data and information assets on the customer side.	ZOGOVCON	KPGOVCON
Communication Contact	Sales Handover by LoB	If part of the customer project team, responsible for driving customer internal communication from start to Go-Live.	ZOMCCONT	KPMCCONT

Related Information

Purchased Product Details Page [page 23]

3.2.2 Explore Products Tab

Explore Products gives you an overview of products you haven't purchased, explores services for the entire SAP product portfolio, and lets you try before you buy.

Procedure

1. Go to *Customer Dashboards* > *Portfolio & Products* > *Explore Products tab* > *SAP Product Portfolio* card.

> **Note**
>
> All your purchased products are listed on the Explore Products Tab [page 26] They do not show up in theSAP Product Portfolio Card [page 27]on the *Explore Products* tab.

2. Use the filters at the top of the card to filer by portfolio category, product type, product trials available, favorites, or enter text into the search box.
3. Select a *Product Name* from the list to see product-related information, road map and innovations, and knowledge and learning on the Purchased Product Details Page [page 23].

4. If a product has a trial version available in the *Trial Available* column, select *Try before you buy* to try out selected services.
5. You can Export [page 12] for your product portfolio.
6. Select any of the cards under *Additional Services and Information* to get more information.

Related Information

My Product Portfolio Tab [page 21]
Portfolio & Products [page 21]

3.2.2.1 SAP Product Portfolio Card

3.2.2.2 Explore New Product Details Page

The Explore New *Product Details* page shows product-related information for products you haven't purchased yet.

Procedure

1. Go to *Customer Dashboards* > *Portfolio & Products* > *Explore Products tab* > *SAP Product Porfolio* card.
2. Select a *Product Name* to explore on the *Product Details* page.
3. Select any of the tabs from the *Product Details* page to learn about the products that are not currently in your SAP portfolio.

Tab	Product-Related Cards for Purchased Products
Overview	See product information, portfolio category, and more information, like SAP Help Portal product documentation.
Road Map & Innovations	Available and future product-related road map for four quarters. You can also see SAP Road Maps.
Knowledge & Learning	Product-related *Learning Journeys* and relevant training.

3.3 Finance & Legal

Finance & Legal is for managing your SAP orders, licensed products, and license consumption.

To access the *Finance & Legal* dashboard, from the sidebar, select *Customer Dashboards* > *Finance & Legal.*

The *Finance & Legal* has these tabs:

Tab	Description
On-Premise Tab [page 29]	Manage your SAP on-premise product licenses and orders.
Cloud Tab [page 33]	Manage your SAP cloud product licenses and orders.
Billing Tab [page 37]	Review invoices and balance statements for your SAP products.
Consumption Tab [page 43]	Understand your license consumption and compliance for all your SAP cloud products.

Related Information

Customer Dashboards [page 19]

3.3.1 Required Authorizations

Various SAP for Me cards require specific authorizations to display to access the content on these cards.

The *Required Authorizations* display on the back of each card.

The required authorizations for:

- the *On-Premise Consumption* card is **`Access License Utilization for On-Premise`**.
- the *Public Cloud Consumption* card is **`Access License Utilization for Cloud`**.

Procedure

1. On most cards in the *Finance & Legal* dashboard, select the ⋮ card menu, then select *Required Authorizations*. The required authorizations display for the card. Consumption cards don't include Required Authorizations.
2. Select ✕ to close authorizations and return to the card.

3.3.2 View Contract Renewals

Get an overview of all your Cloud and On-Premise contract renewals in SAP for Me.

Procedure

1. Go to *Customer Dashboards* > *Finance & Legal* dashboard.
2. On the *Finance & Legal* dashboard, select one of these options:
   - *On-Premise Contracts*: *On-Premise tab* > *On-Premise Maintenance*.
   - *Cloud Contracts*: *Cloud tab* > *Cloud Contracts*.
3. To see order information, select > *View Details* on the far right of the row.
4. For contract details, you'll see:
   - *On-Premise Contracts*: Your Order Details [page 32].
   - *Cloud Contracts*: Your Cloud Contract Details [page 37].

Related Information

Manage Purchase Orders [page 33]

3.3.3 On-Premise Tab

The *On-Premise* tab is where you review and manage licenses, orders, and maintenance renewals for your SAP on-premise products.

From the sidebar, select *Customer Dashboards* > *Finance & Legal* > *On-Premise* tab.

The *On-Premise* tab has these cards:

Card	Description
On-Premise Materials Card [page 30]	Purchasers, controllers, or similar roles can review product portfolio from a financial angle. Review your SAP orders, the licensed materials behind these orders, the connection to the individual product, or your license consumption.
Orders Card [page 30]	See your orders related to a specific SAP product. Get a complete overview of your orders.
On-Premise Maintenance Card [page 31]	See all your on-premise maintenance orders and upcoming renewals. On Your Order Details

Related Information

[Finance & Legal [page 28]](#)
Required Authorizations [page 28]

3.3.3.1 On-Premise Materials Card

On the On-Premise *Materials* card, purchasers, controllers, or similar roles can review product portfolio from a financial angle. Review your SAP orders, the licensed materials, license consumption, and purchase additional licenses.

Procedure

1. Go to *Customer Dashboards* > *Finance & Legal* > *On-Premise tab* > *Materials* > *card*.
2. Select a *Material* or *Get More* for the material you're interested in.

   > **i Note**
   >
   > If this option is grayed out, you don't have the required authorization to see this info. Contact your admin to get access.
3. You can Export [page 12] for your materials to an .xlsx file on your computer.

Related Information

Orders Card [page 30]

3.3.3.2 Orders Card

The *Orders* cards give you a complete view of all your SAP On-Premise and Cloud orders.

Procedure

1. Go to *Customer Dashboards* > *Finance & Legal*.
2. On *Finance & Legal*, you can select:

- ▶ *On-Premise tab* ▶ *On-Premise Orders* ▶ card.
- ▶ *Cloud tab* ▶ *Cloud Orders* ▶ card.

3. You can search for an *Order ID* and select *Past*, *Current*, or *Future* orders.
4. (Optional) Select a *Product Category* from the list. The default is *All Portfolio Categories*.
5. Select an > *Order ID* to see *Materials*.
6. Select any of the *Material* items to open the Purchased Product Details Page [page 23] on the *Finance & Legal* tab.
7. Review your orders and any other information on the product page.
8. You can Export [page 12] for your Orders to an .xlsx file on your computer.

Related Information

Cloud Materials Card [page 34]
Public Cloud Consumption Card [page 44]
Cloud Contracts Card [page 35]

3.3.3.3 On-Premise Maintenance Card

On the *Maintenance* card, you can see all your on-premise maintenance orders and upcoming renewals, and submit a purchase order for your maintenance contracts.

Required authorizations: **`Display Order Information in SAP for Me`**.

Context

The *On-Premise Maintenance* list is initially sorted by the *Maintenance Period End*, so that orders that are up for renewal the soonest are listed at the top.

Procedure

1. Go to ▶ *Customer Dashboards* ▶ *Finance & Legal* ▶ *On-Premise tab* ▶ *On-Premise Maintenance* ▶ card.

   The *Type of Order* columns shows:
   - *SAP Order*: your orders are booked directly with SAP.
   - *Partner Order*: your orders are booked with an SAP Partner. Contact your partner for more information on renewals.
2. For any SAP Orders, select > (*View Details*) to see *Order Details*.
   On *Your Order Details*, you can see information on your maintenance order, addresses associated with the order, payment details, and more. See Your Order Details [page 32] for more information.

When an On-Premise Auto Renewal is near the renewal date, the *Upcoming Period* displays. Here you can submit your Purchase Order (PO) number to SAP for the upcoming period.

3. On *Your Order Details*, you can:
   - Select *No PO Number Required* if your order doesn't need a PO number.
   - *Provide PO Number* to assign a purchase order number to this order.
4. You can Export [page 12] for your contracts to an .xlsx file on your computer.

Related Information

Orders Card [page 30]
Required Authorizations [page 28]

3.3.3.3.1 Your Order Details

On *Your Order Details*, view information for your maintenance order, addresses associated with the order, and payment details.

Procedure

1. Go to *Customer Dashboards* > *Finance & Legal* > *On-Premise tab* > *On-Premise Maintenance* card.
2. For the order you want to see more information, select *View Details* to the right of the order row to open *Your Order Details*.
3. The *Your Order Details* includes this information:

Column	Description
Renewal Type	Your contract renewal type: ○ *Auto Renewal*: your contract renews automatically. ○ *Active Renewal*: you need to engage and sign a new order form for your contract.
Current Period	Select *Order ID* to see *Materials*.
Upcoming Period	When an On-Premise Auto Renewal is near the renewal date, the *Upcoming Period* displays.
Addresses	See addresses for this order, including *Sold-To*, *Ship-To*, and *Bill-To*.
Payment Details	See payment information for this order.

Related Information

On-Premise Maintenance Card [page 31]

Manage Purchase Orders [page 33]

3.3.3.3.2 Manage Purchase Orders

Submit your Purchase Order number for your On-Premise Auto Renewals that are expiring in the next 90 days.

Procedure

1. Go to *Customer Dashboards* > *Finance & Legal* > *On-Premise tab* > *On-Premise Maintenance* card.
2. If you have multiple orders with the same Purchase Order (PO) number, select *Manage PO Numbers* at the top right of the card.
3. On one of the order rows, select the > *View Details* on the far right of the row. When an On-Premise Auto Renewal is near the renewal date, the *Upcoming Period* card displays.
4. On *Your Order Details* > *Upcoming Period* card, select one of these options:
    - *No PO Number Required*: if a PO number isn't required for this order, you can avoid unnecessary reminders about providing a PO number.
    - *Provide PO Number*: enter the PO number you want to assign to the order for the upcoming maintenance period. Then select *Save*.

Related Information

Your Order Details [page 32]

3.3.4 Cloud Tab

The *Cloud* tab lets you manage materials and orders for your SAP cloud products.

From the sidebar, select *Customer Dashboards* > *Finance & Legal* > *Cloud* tab.

The *Cloud* tab includes these cards:

Card	Description
Cloud Materials Card [page 34]	Purchasers, controllers, or similar roles can review product portfolio from a financial angle. Review your SAP orders, the materials, consumption, and purchase additional materials.
Orders Card [page 30]	A complete view of all your SAP On-Premise and Cloud orders.

Card	Description
Cloud Contracts Card [page 35]	Review your cloud contracts that are coming up for renewal.
Fast Access Cards	Additional cards, such as *Service Agreements* and *Cloud Service Agreements*.

Related Information

Finance & Legal [page 28]
Required Authorizations [page 28]

3.3.4.1 Cloud Materials Card

On the Cloud *Materials* card, purchasers, controllers, or similar roles can review product portfolio from a financial angle. Review your SAP orders, the materials, consumption, and purchase additional materials.

Procedure

1. Go to *Customer Dashboards* > *Finance & Legal* > *Cloud tab* > *Materials* card.
2. Select an item from the list of *Materials* to go to the Purchased Product Details Page [page 23].
3. Select *Get More* for the material you're interested in.

> **i Note**
>
> If this option is grayed out, you do not have the required authorization to see this info. Contact your admin to get access.

4. You can Export [page 12] for your Licenses to an .xlsx file on your computer.

Related Information

Cloud Contracts Card [page 35]
Orders Card [page 30]

3.3.4.2 Orders Card

The *Orders* cards give you a complete view of all your SAP On-Premise and Cloud orders.

Procedure

1. Go to *Customer Dashboards* > *Finance & Legal*.
2. On *Finance & Legal*, you can select:
   - *On-Premise tab* > *On-Premise Orders* card.
   - *Cloud tab* > *Cloud Orders* card.
3. You can search for an *Order ID* and select *Past*, *Current*, or *Future* orders.
4. (Optional) Select a *Product Category* from the list. The default is *All Portfolio Categories*.
5. Select an > *Order ID* to see *Materials*.
6. Select any of the *Material* items to open the Purchased Product Details Page [page 23] on the *Finance & Legal* tab.
7. Review your orders and any other information on the product page.
8. You can Export [page 12] for your Orders to an .xlsx file on your computer.

Related Information

Cloud Materials Card [page 34]
Public Cloud Consumption Card [page 44]
Cloud Contracts Card [page 35]

3.3.4.3 Cloud Contracts Card

On the *Cloud Contracts* card you can review your cloud contracts that are coming up for renewal.

Context

The *Cloud Contracts* list is initially sorted by the *Contract End*, so that contracts that are up for renewal the soonest are listed at the top.

To use the *Contracts* card:

Procedure

1. Go to ▶ *Customer Dashboards* ▶ *Finance & Legal* ▶ *Cloud tab* ▶ *Cloud Contracts* ◀ card.

   Renewal Type shows either:
   - *Auto Renewal*: your contract renews automatically.
   - *Active Renewal*: you need to engage and sign a new order form for your contract.

   Select the *Type of Order* to show one of the following:
   - *SAP Order*: your orders are booked directly with SAP.
   - *Partner Order*: your orders are booked with an SAP Partner. Contact your partner for more information on renewals.

   Cloud Contract renewals are initially sorted by *Contract End* to show the contracts that are up for renewal the soonest are listed at the top.
2. For the contract you want to see more information, select *View Details* to see *Your Contract Details*.
   On *Your Contract Details*, you can view information related to this Cloud contract, such as order associated with the contract, materials covered by the contract, addresses associated with the order, payment details, and more. See Your Cloud Contract Details [page 37] for more information.

   > **i Note**
   >
   > A Cloud Contract can be a single order or have multiple associated or related orders with the same expiration date. When it's time to renew, the entire Cloud Contract is renewed.
3. You can Export [page 12] for your contracts to an .xlsx file on your computer.

Related Information

Cloud Materials Card [page 34]
Orders Card [page 30]
Required Authorizations [page 28]

3.3.4.3.1 Your Cloud Contract Details

On *Your Contract Details*, see information about your contract, such as order associated to the contract, addresses associated with the order, payment details.

To see your cloud contract details:

Procedure

1. Go to *Customer Dashboards* > *Finance & Legal* > *Cloud tab* > *Cloud Contracts* card.
2. For the contract you want to see more information, select > to the right of the contract row to open *Your Contract Details*.
3. On *Your Contract Details*:

On this Card...	Select...
Renewal Type	Your contract renewal type: ◦ *Auto Renewal*: your contract renews automatically. ◦ *Active Renewal*: you need to engage and sign a new order form for your contract.
Current Order	The current order for this contract.
Materials within this contract	*Material* ID to see Materials for the Orders on the Purchased Product Details Page [page 23].
Addresses	See addresses for this order, including *Sold-To*, *Ship-To*, and *Bill-To*.
Payment Details	See payment information for this order.
Contractual Clients	See the contractual contacts in your company for this order, their role, email, and phone number.

Related Information

Required Authorizations [page 28]

3.3.5 Billing Tab

The *Billing* tab lets you manage your invoices and payments online. You can see your invoices and easily pay them by credit card.

Required authorizations: `Manage Invoices and Payments`. If you are an S-User and you don't have access to manage invoices on the *Billing* tab, see Get Access to Manage Invoices [page 38].

From the sidebar, select *Customer Dashboards* > *Finance & Legal* > *Billing* tab.

The *Billing* tab has these cards:

Card	Description
Pay Invoices [page 38]	View and pay your invoices.
Balance Statements Card [page 41]	Get an overview of your current balance for your Cloud Platform Enterprise Agreement.
Payment Options Card	Manage your payment options for paying your invoices. • Pay Invoices [page 38] • Add a Credit Card [page 42] • Edit a Credit Card [page 41] • Delete a Credit Card [page 42]

Related Information

Finance & Legal [page 28]

3.3.5.1 Get Access to Manage Invoices

To manage and pay invoices, you need special authorizations from your Company Administrator.

To manage invoices, you need the required authorizations: **`Manage Invoices and Payments`**. If you are an S-User and you don't have access to manage invoices on the *Billing* tab

Procedure

1. If you don't have access to a card, you'll see a message on the card. Select *Company Administrators* in the message to open a list of Admins at your company.
2. Select the name of an admin, then select *Send E-Mail* to request access.
3. If you need additional help, visit the SAP Customer Interaction Center to chat with support or submit a case.

3.3.5.2 Pay Invoices

You can see your invoices (bills) and easily pay them by credit card on the *Invoices Card*.

Required authorizations: **`Manage Invoices and Payments`**. If you haven't added a credit card to pay invoices, you can add a payment option when you pay your invoices. You can also Add a Credit Card [page 42] on the *Payment Options Card*.

i Note

This is capability is currently enabled for SAP Canada, SAP Americas, and BeNeLux customers. If this feature isn't available in your country, go to SAP Biller Direct to pay your invoices.

Procedure

1. Go to *Customer Dashboards* > *Finance & Legal* > *Billing tab* > *Invoices* card. The *Invoices* card shows this info:

Column	Description
Bill Description	Short description for the bill, invoice, credit, etc.
Order ID	Select the arrow next to the order to expand the row to see the included orders.
Document Number	ID assigned to this invoice.
Due	The date this invoice is due.
Days Overdue	How many days overdue the invoice is.
Status	Invoice status: Overdue, Future, Due, etc.
Bill Amount	The total amount of the invoice.
Open Amount	The amount open for the invoice.

2. Select *Open Bills* at the top of the *Invoices Card* to see invoices that are due.
3. Search for a bill or select one of the filters at the top of the card to find the bills you want to pay.
4. Select the bills you want to pay, then select *Pay Invoices*.
5. On the *Pay Invoices* popup, select a credit card under *Payment Option*.
6. To add a credit card, select *Add Credit Card*. *Accept* the payment option terms. Add your payment information, then select *Continue*.

   i Note

   If you already have a saved credit card, you can skip this step.

7. Select *Confirm Payment* to continue.
8. You can also Export [page 12] your invoices.

Related Information

Balance Statements Card [page 41]
Edit a Credit Card [page 41]
Add a Credit Card [page 42]

3.3.5.3 View Paid Bills

You can see your paid invoices (bills) on the *Invoices Card*.

Required authorizations: `Manage Invoices and Payments`.

> **i Note**
>
> This is capability is currently enabled for SAP Canada, SAP Americas, and BeNeLux customers. If this feature isn't available in your country, go to SAP Biller Direct to pay your invoices.

Procedure

1. Go to *Customer Dashboards* > *Finance & Legal* > *Billing tab* > *Invoices* card. The *Invoices* card shows this info:

Column	Description
Bill Description	Short description for the bill, invoice, credit, etc.
Order ID	Select the arrow next to the order to expand the row to see the included orders.
Document Number	ID assigned to this invoice.
Due	The date this invoice is due.
Days Overdue	How many days overdue the invoice is.
Status	Invoice status: Overdue, Future, Due, etc.
Bill Amount	The total amount of the invoice.
Open Amount	The amount open for the invoice.

2. Select *Paid Bills* at the top of the *Invoices* card.
3. In the *Order ID* column, you can select an order to expand the row to see all the orders included.
4. You can also Export [page 12] your invoices.

Related Information

Pay Invoices [page 38]
Add a Credit Card [page 42]

3.3.5.4 Balance Statements Card

Get an overview of your current balance for your Cloud Platform Enterprise Agreement on the *Balance Statements* card.

Required authorizations: `Display Order Information in SAP for Me`.

Procedure

1. Go to *Customer Dashboards* > *Finance & Legal* > *Billing tab* > *Balance Statements* card.
2. To filter the list of balance statements, you can:
   - Search for an order by ID.
   - Select a timeframe on the top left: years/months.
3. To see more info, select *Show Details* to open the SAP Business Technology Platform (BTP) Cockpit.

Related Information

Required Authorizations [page 28]

3.3.5.5 Edit a Credit Card

You can edit or delete existing credit cards for making payments on the *Payment Options Card*.

Required authorizations: `Manage Invoices and Payments`. You can also Add a Credit Card [page 42] and Delete a Credit Card [page 42] on the *Payment Options* card.

Procedure

1. From the sidebar, select *Customer Dashboards* > *Finance & Legal* > *BillingTab* > *Payment Options* card.
2. For the card you want to edit, select *Edit*.
3. Make the changes you want, then select *Save*.

Related Information

Pay Invoices [page 38]

Add a Credit Card [page 42]
Delete a Credit Card [page 42]

3.3.5.6 Add a Credit Card

Add credit cards for making payments on the *Payment Options Card*. Callidus invoices require you to save your Card as a Callidus card.

Required authorizations: `Manage Invoices and Payments`.

You can also add a credit card while you're paying an invoice. See Pay Invoices [page 38].

Procedure

1. From the sidebar, select *Customer Dashboards* > *Finance & Legal* > *BillingTab* > *Payment Options Card*.
2. Select either *Credit Cards* or *Callidus Credit Cards*, then follow these steps:

Credit Cards	*Callidus Credit Cards*
Used to pay all other SAP invoices.	To pay for only for Callidus invoices.
Select *Add Payment Option*.	Select *Add Callidus Credit Card*.
Select *Accept Disclaimer*.	Select *Accept Disclaimer*.
Add your *Billing Information*, then select *Continue*. Required fields are marked with an asterisk (*).	Add your *Billing Information*, then select *Continue*. Required fields are marked with an asterisk (*).
Add your credit card information, then *Submit*.	Add your credit card information, then *Add*.

3. You can now use your credit cards to pay for invoices on the Pay Invoices [page 38].

Related Information

Pay Invoices [page 38]
Edit a Credit Card [page 41]
Delete a Credit Card [page 42]

3.3.5.7 Delete a Credit Card

Delete old or expired credit cards that you use for making payments on the *Payment Options Card*.

Required authorizations: `Manage Invoices and Payments`. You can also Add a Credit Card [page 42] and Edit a Credit Card [page 41] on the *Payment Options* card.

Procedure

1. From the sidebar, select *Customer Dashboards* > *Finance & Legal* > *BillingTab* > *Payment Options Card*.
2. Select either *Credit Cards* or *Callidus Credit Cards* option.
3. On the card you want to delete, select *Delete* .
4. Select *Yes* to confirm you want to delete the credit card.

Related Information

Edit a Credit Card [page 41]
Add a Credit Card [page 42]

3.3.6 Consumption Tab

Use the *Consumption* tab to see your license compliance.

Go to *Customer Dashboards* > *Finance & Legal* > *Consumption tab*.

The *Consumption* tab includes these cards:

Card	Description
Public Cloud Consumption Card [page 44]	Understand your subscriptions across your SAP cloud products.
On-Premise Consumption Card [page 44]	Understand your license compliance and compliance for all your SAP on-premise products.
Fast Access Cards	Additional cards, such as *System Measurement Preparation Area*, *System Measurement Portal Page*, *License Utilization Information Page*, and *LAW Result File*.

Related Information

Required Authorizations [page 28]

3.3.6.1 Public Cloud Consumption Card

The *Public Cloud Consumption* card lets you understand your subscriptions across your SAP cloud products.

The required authorization for the *Public Cloud Consumption* card is **`Access License Utilization for Cloud`**.

Procedure

1. Go to *Customer Dashboards* > *Finance & Legal* > *Consumption tab* > *Public Cloud Consumption* card.
2. Select the *Metric Categories* you want to see or select *All Metric Categories*.
3. Select the arrow next to the *Metric* name to expand the row to see material numbers for a product assigned to the Metric ID. You see all material numbers that are part of the measured metric ID.
4. Select the arrow next in the *Orders* column to expand the row to see a list orders for the metric ID.
5. With the *Metric* row expanded you can see this information:

Metric	Description
Metric ID **number (next to the metric name)**	Select the Metric ID for a more detailed description of metering for Cloud Metric IDs.
Metric Name	To go to *Finance & Legal* information on the Purchased Product Details Page [page 23].
	To open the historical view consumption by timeframe, licensed and measured quantity based on different values (days, weeks, months, quarters, years).
Orders	Expand the *Orders* row to see shows all orders where a particular product has been booked, which is under the metric ID.

Related Information

Cloud Contracts Card [page 35]
Cloud Materials Card [page 34]
Required Authorizations [page 28]

3.3.6.2 On-Premise Consumption Card

The *On-Premise Consumption* card lets you understand your license compliance and software usage for SAP On-Premise products.

The required authorization for the *On-Premise Consumption* card is Access License Utilization for On-Premise.

Procedure

1. Go to *Customer Dashboards* > *Finance & Legal* > *Consumption tab* > *On-Premise Consumption* card.

   > **i Note**
   >
   > To see consumption data on the card, you must first upload the measurement results.

2. When you select *Upload Law Results*, you will go to the License Utilization Preparation Areas (LUPA) to upload system measurement results. After the measurement results are uploaded, you can see them on the *On-Premise* card.
3. Select the filters you want to use at the top of the card: *Users*, *Engines*, *Engines Indicator*, *Self Declaration Products*.
4. Select a date in *Result Submission Date* to access past measurement results. The *Consumption* and *Delta* columns show the actual consumption of the metric and products linked with that metric.
5. In the *Metric* row you will see:

Metric	Description
Metric ID **number (next to the metric name)**	Select the *Metric ID* to see a detailed description of measurement for the selected Metric ID.
	Select to open the historical view consumption divided by number of measurements done in the past.

6. (Optional) To download documents required to perform a system measurements, select *Documents*, then select the type of document you want to download (PDF, LAW XML, XML engine notes file) or select*Download All* to save to your computer.

   Download formats:
   - **PDF**: a list of all measurement relevant systems.
   - **XML**:a list of all measurement relevant systems used in the *SAP License Administration Workbench* (LAW) 2.0 measurement tool. See License Administration Workbench (LAW) for more information on the tool.
   - **Relevant notes**: a list of notes related to the measurement.

     > **i Note**
     >
     > We recommend that you check the list of notes on a regular basis. See System Measurement Engines: Relevant SAP Notes for the Measurement of Engines for more information on system measurements.

7. (Optional) To upload *License Administration Workbench* (LAW) results in .xml format, select *Upload LAW Results*. Follow the on-screen steps to upload your file.

3.4 Services & Support

The *Services & Support* dashboard helps you manage all your support needs.

From the sidebar, select *Customer Dashboards* > *Services & Support* > dashboard.

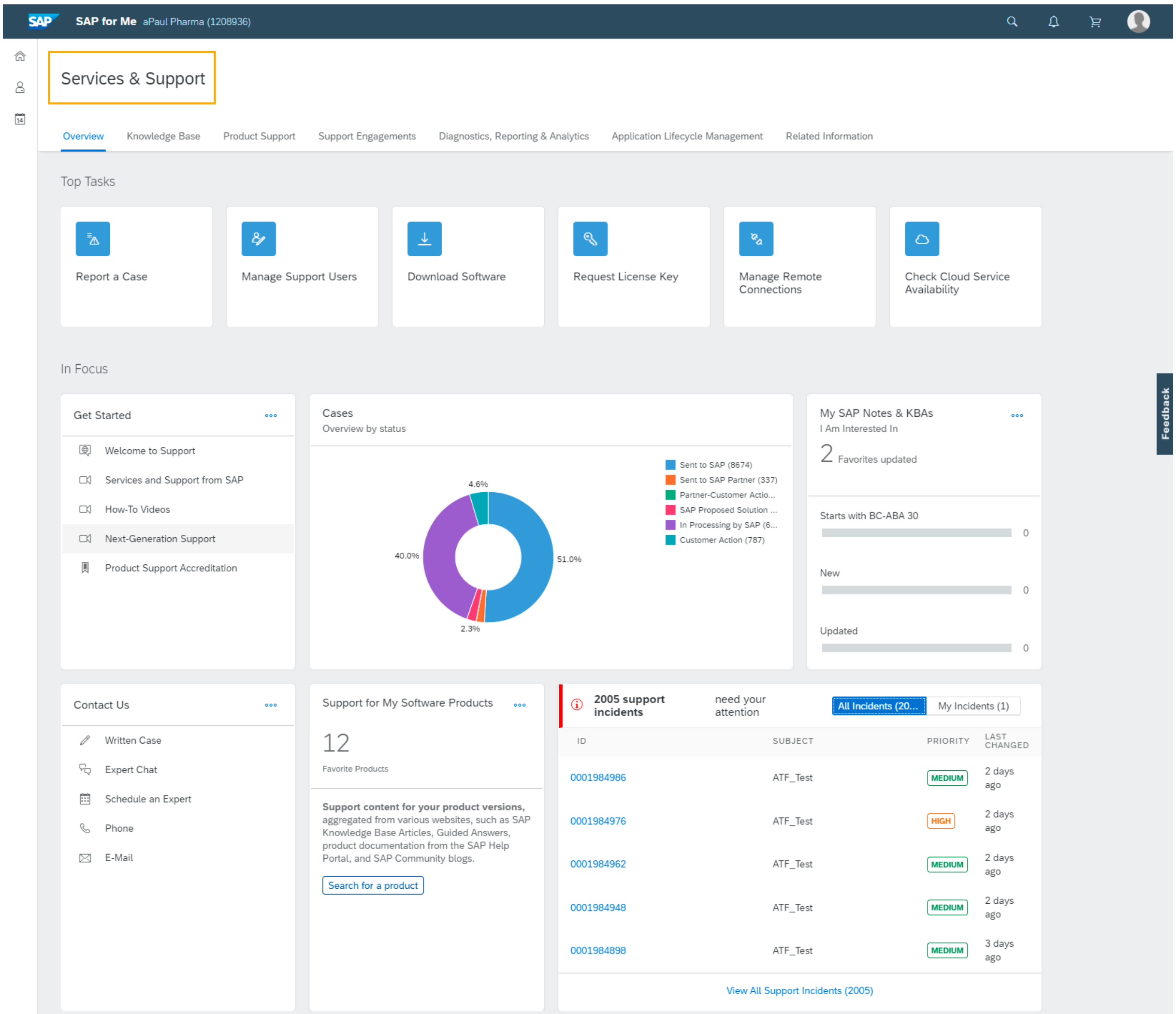
The *Services & Support* dashboard has these tabs:

Tab	Description
Services & Support Overview Tab [page 46]	Helps you search SAP Notes & KBAs, get insights into reports, and more.
Knowledge Base Tab [page 49]	Access relevant Knowledge Base and SAP Notes all in one place.
Product Support Tab [page 50]	Manage your cases, report a case, expert chat, and more.
Support Engagements Tab [page 52]	Access all your support options and engagements.
Diagnostics, Reporting, & Analytics Tab [page 53]	Access SAP EarlyWatch Alert information.
Application Lifecycle Management Tab [page 54]	Helps you manage your product lifecycle with the Roadmap Viwer, SAP Readiness Check, Pathfinder, and more.
Related Information Tab [page 54]	Helps lets you access policies, compliance documents, support, Product Availability Matrix, and more.
ECS Workspace Tab [page 55]	Enables you to see an overview of information related to your systems, including events, service requests, security patches, backup status, and more.

3.4.1 Services & Support Overview Tab

Services & Support Overview tab helps you search SAP Notes & KBAs, get insights into reports, and more.

From the sidebar, select *Customer Dashboards* › *Services & Support* › *Overview* tab.



The *Services & Support Overview* tab has these cards:

Card	Description
Top Tasks section	Select these top task shortcuts to take you to the tools and applications to complete your task.
Get Started card	Learn more about support and services from SAP. • Welcome to Support • Services and Support from SAP • How-To Videos • Next-Generation Support • Product Support Accreditation
Cases card	Get an overview of your cases by status (Sent to SAP, Solution Provided, and Customer Action.Cases Overview by Status Card [page 48]

Card	Description
My SAP Notes & KBAs card	See SAP Notes and Knowledge Base aticles in the *My SAP Notes and KBAs* application. The *Expert Search* lets you find relevant SAP Notes and SAP Knowledge Base articles using various filters.
Contact Us card	Contact SAP by various methods, email, call, and more.
Support for My Software Products card	Get support content for your product versions, collected from various websites, such as SAP KBAs, Guided Answers, and SAP Help Portal content.

3.4.1.1 Cases Overview by Status Card

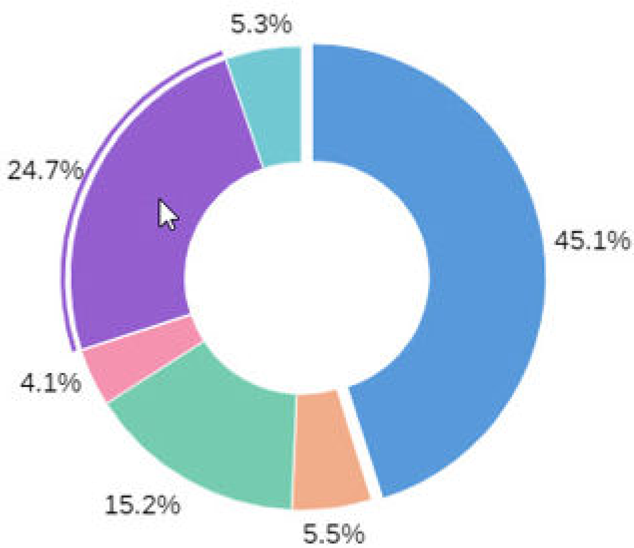
On the *Cases Overview by Status* card, you can see an overview of all cases by status.

Procedure

1. Go to *Customer Dashboards* > *Services & Support* > *Overview tab* > *Cases Overview by Status* card.

> **i Note**
>
> You can see more detailed information on all your cases on the All Cases Card [page 51] on the *Product Support* tab.

2. The left side of the card shows *Case Status*.



3. Select the top of the *Cases Overview by Status* card to go to the *SAP Incidents* application.
4. To see cases that need your attention, see the All Cases Card [page 51].

Related Information

Product Support Tab [page 50]

3.4.2 Knowledge Base Tab

On the *Knowledge Base* tab, you can access relevant Knowledge Base and SAP Notes all in one place.

From the sidebar, select *Customer Dashboards* > *Services & Support* > *Knowledge Base* tab.

The *Knowledge Base* tab has these cards:

Card	Description
SAP Knowledge Base Search	Search for SAP Notes, KBAs, Community content and more in the *SAP Knowledge base Search* application.
Expert Search	(just below SAP Knowledge base search) Search for specific notes using a variety of filter criteria (and the option to save them for your next visits)..
SAP Notes & KBAs Overview	Learn about the concept behind SAP Notes & KBAs and related tools and topics.
My SAP Notes & KBAs	Takes you to My SAP Notes and KBAs application, where you can select these tabs: • *New*: new notes that are relevant to you based on notes you read before. • *Updated*: updated notes based on notes you read before. • *Expert Search*: search for specific notes using a variety of filter criteria (and the option to save them for your next visits). • *My Favorites*: notes that you marked as favorites. If one of the favorite notes changes, it is shown in the the launchpad (and also in SAP for Me, but not on the card below) This information is also on individual cards on the *Knowledge Base* tab
New SAP Notes & KBAs	If there are relevant new SAP Note or KBA notes related to a note that you've read before, you can see these new notes. Select a new note to for more information.
Updated SAP Notes & KBAs	If there's an updated SAP Note or KBA for a note that you've read before, you can see these updates. Select an updated note to for more information.

Card	Description
SAP HotNews	See a complete list of priority 1 (very high priority) SAP Notes in SAP HotNews to learn how to avoid and resolve problems with your SAP systems. Set notifications for SAP HotNews in the SAP Manage Notifications application.
SAP Security Notes	Review *SAP Security Notes* and important action items to help you maintain your system security. Select a note to see changes, download or export, email, notes. Save notes as favorites.
Announcement of Legal Changes	See legal changes you're interested in. Select *Check the Announcements* for legal announcement details.
SAP Legal Change Notes	See legal change notes since your last visit. Select *SAP Legal Change Notes* for details.
SAP TopSolutions	Access *SAP TopSolutions* to review the most successful SAP Notes and KBAs for a primary application area, or sub-area, reported on confirmed incidents.

3.4.3 Product Support Tab

On the *Product Support* tab, you can manage your cases, report a case, expert chat, and more.

Procedure

1. Go to *Customer Dashboards* > *Services & Support* > *Product Support* tab.
2. Select an option on the *Service Requests* card or the *Service Requests* card.

Card	Actions
Manage All Your Cases	Manage support cases by selecting: ◦ Enter Your Central Inbox ◦ Drafts ◦ Favorites ◦ Action Required ◦ Solution Proposed ◦ High Priority/Critical ◦ Advanced Search
Report a Case	To report a case.
Expert Chat	Use the *SAP Expert Chat* tool to talk to an expert about cases or questions you have.
Support Log Assistant	Go to the *Support Log Assistant* self-service tool to analyze text files, such as logs and configuration files, to suggest solutions to known issues.
Ask an Expert Peer	Talk to an expert peer to quickly resolve low to medium priority incidents and collaborate with experts.

Card	Actions
Schedule an Expert	Use *SAP Schedule an Expert* tool to connect with an SAP Support Engineer in a live one-on-one session. Select *Book now* to meet with an expert.
Cases Card	Manage and create new cases on the All Cases Card [page 51]

Related Information

Cases Overview by Status Card [page 48]

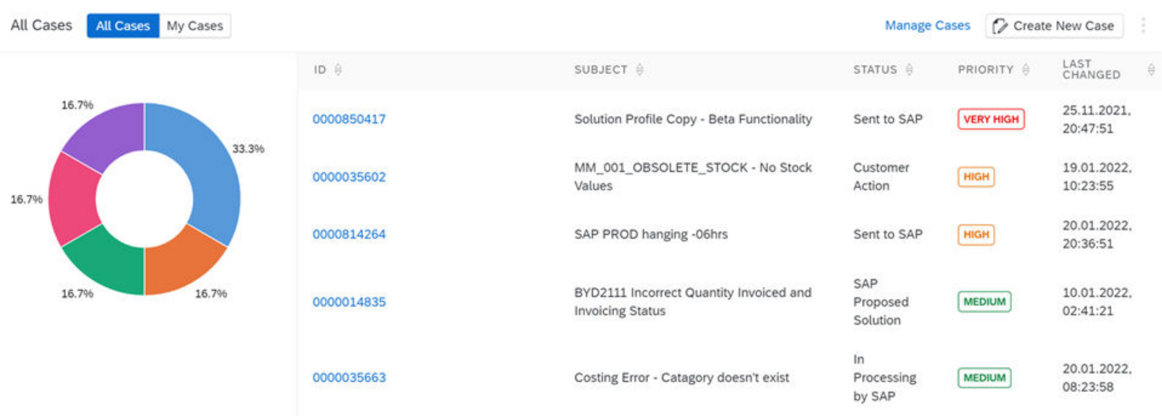
3.4.3.1 All Cases Card

On the *All Cases* card, you can manage and create new cases, see case status, and case priority.

Procedure

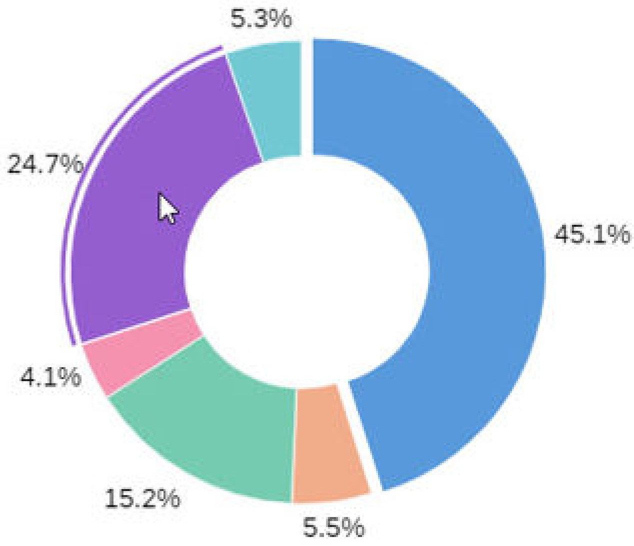
1. Go to *Customer Dashboards* > *Services & Support* > *Product Support tab* > *All Cases* card.

   Your *Cases* card looks something like this.



2. You can select the filter to see *All Cases* or *My Cases*.
3. The left side of the card shows *Case Status*. Hover over and select any status color on the *Case Status* chart to see the cases for the selected status in the *Cases* list.

   The image below is interactive. Hover over the shapes to see case status.



- Cases Overview by Status Card [page 48]
- Cases Overview by Status Card [page 48]
- Cases Overview by Status Card [page 48]
- Cases Overview by Status Card [page 48]
- Cases Overview by Status Card [page 48]
- Cases Overview by Status Card [page 48]

4. On the *Cases* card, you can:

Select...	To ...
Case ID	See your case details on the *SAP Incidents Dashboard*.
Manage Cases	Manage your cases on the *SAP Incidents Dashboard*.
Create New Case	Create new cases on the *SAP Create Incidents Dashboard*.

Related Information

Product Support Tab [page 50]

3.4.4 Support Engagements Tab

On the *Support Engagements* tab, you can access all your support options and engagements.

From the sidebar, select *Customer Dashboards* > *Services & Support* > *Support Engagements* tab.

The *Support Engagements* tab has these cards:

Card	Description
Service & Support Engagements	See all your service and support engagements. Select *See Details* for an engagement to get more information. Select *Export* from the top right menu to export your service & support engagements to an .xlsx file.
Support Dashboard	Get an overview of KPIs for your SAP system landscape.
Support Offerings	Learn about different levels of SAP support to meet your specific business needs.
Customer Center of Expertise (CCoE)	Access the *CCOE Portal*, start your CCOE journey, and initiate your CCOE certification.
SAP Enterprise Support Academy	Access the *SAP Learning Hub* edition for SAP Enterprise Support to find out about learning programs.
Sub-Processors	Find lists of SAP sub-processors that provide data processing services.
Sub-Processor Insight	Gives Advanced Secure Support customers an overview of legal entities accessing your systems.

3.4.5 Diagnostics, Reporting, & Analytics Tab

On the *Diagnostics, Reporting, & Analytics* tab, you can access *SAP EarlyWatch Alert* information.

From the sidebar, select *Customer Dashboards* > *Services & Support* > *Diagnostics, Reporting, & Analytics* tab.

The *Diagnostics, Reporting, & Analytics* tab has these cards:

Card	Description
Workspace card	Select Enter the workspace to see the most important results on stability, configuration, hardware utilization, and more from the latest *SAP EarlyWatch Alert (EWA)* service.
Reports card	Select *Access reports* to see complete *EWA* alerts for ABAP on SAP HANA systems and more.
SAP EarlyWatch Alert Dashboard card	Get analytical insights for your systems based on your most recent *EWA* service reports, stability, configuration, and more.
Solution Finder card	Search your latest
Support Report Document	Request and download an *SAP Enterprise Support Report* document.
Service Messages card	See updates on scheduling remote services.
Case Quality Report card	Access case quality reports for the Customer COE.

Card	Description
Technical Downtime Optimization card	Select *Get insights* to access upgrade, analytics, downtime minimization advice, and more in the *SAP Technical Downtime Optimization* application.
HEC Workspace card	Important information across HEC-related applications to get the complete picture of your landscape in the *SAP HEC Workspace* application.
Cloud Application Services Reporting Dashboard card	Access the *Cloud Application Services Reporting Dashboard*. You must be a nominated key user to see this information.

3.4.6 Application Lifecycle Management Tab

The *Application Lifecycle Management* tab helps you manage your product lifecycle with the Roadmap Viwer, SAP Readiness Check, Pathfinder, and more.

From the sidebar, select *Customer Dashboards* > *Services & Support* > *Application Lifecycle Management* tab.

The *Application Lifecycle Management* tab has these cards:

Card	Description
Roadmap Viewer card	Access implementation roadmaps in the *SAP Roadmap Viewer* application.
Pathfinder card	Access SAP Innovation and Optimization recommendations for you in the *SAP Pathfinder* application.
SAP Transformation Navigator card	Access guidance to the Intelligent Enterprise in the *SAP Transformation Navigator* application.
Maintenance Planner card	Plan updates, upgrades, or new installations for your system landscape in the *SAP Maintenance Planner* application.
SAP Readiness Check card	Analyze and plan your digital transformation journey in the *SAP Readiness Check* application.
Custom Code Analytics card	Learn about ABAP business systems custom code footprint and get insights about code quality and use in the *Custom Code Analytics* application.
KPI Workplace and Catalog card	Access and learn about the KPI Catalog, view new and updated KPIs, and your update tasks in the *KPI Workspace* application.

3.4.7 Related Information Tab

The *Related Information* tab helps lets you access policies, compliance documents, support, Product Availability Matrix, and more.

From the sidebar, select *Customer Dashboards* > *Services & Support* > *Related Information* tab.

The *Application Lifecycle Management* tab includes these cards

Card	Description
My Trust Center card	Select one of the options on the card to get more information in the My Trust Center.
SAP Support Portal card	Go to the SAP customer-facing SAP Support Portal for support tools, services, applications, and more.
SAP Help Portal card	Check out the SAP Help Portal for documentation for your SAP products.
Product Availability Matrix card	Find details on SAP software versions, upgrade paths, and more on the Product Availability Matrix
SAP Enterprise Support Academy card	Access the SAP Learning Hub to get learning content and learning rooms, news and updates, learning journeys, and more on the SAP Enterprise Support Academy

3.4.8 ECS Workspace Tab

The *ECS Workspace* tab is for SAP Enterprise Cloud Services customers to see an overview of information related to your systems, including events, service requests, security patches, backup status, and more.

From the sidebar, select *Customer Dashboards* > *Services & Support* > *ECS Workspace* tab.

You can use the bar at the top of the page to customize the cards and information you see on the *ECS Workspace* tab.

- Drag and drop cards to rearrange them however you want.
- Select any of the filters at the top of the page (*Landscape*, *System Type*, and *System*) or don't select any filters, then select *Go* to update information on the *ECS Workspace* cards.
- Select *Manage Cards* at the top right of the page to select which cards you want to see.
- Select on the top right of the page to choose a customer from the *Select Customer* list. Select *Confirm*, then *Confirm & Reload* the page with the customer information.

The *ECS Workspace* tab includes these cards:

Card	Description
Upcoming Events card	System events that are scheduled within the next 24 hours.
Quicklinks card	Easy access to commonly used features, dashboards, and applications.
Security Patches card	Systems that are missing downtime security patches. Select *Request Patch* to create a service request.
Security Patches (chart) card	Chart showing compliant and not compliant systems that are missing security-relevant downtime patches. Select an area on the chart to see the count.

Card	Description
Capacity card	Systems that need you to inspect memory or CPU consumption.
Capacity: CPU & Memory Capacity card	Review CPU & memory capacity status (OK, Inspect, No data)
Create Service Request card	Your favorite request templates.
Requests (Open) card	Open service requests.
Requests (Customer Action) card	Service request that need your action.
Requests (To be reviewed) card	Service request you need to review.
Backup Status card	Systems that have backup issues.
Missing Backups card	Systems that are missing backups.
Systems card	System details and related actions. Select at the bottom right of the *Systems* card, to see system details and create *Service Requests* for these systems.

3.5 Systems & Provisioning

Systems & Provisioning helps you quickly review and provision the systems you're entitled to.

From the sidebar, select *Customer Dashboards* › *Systems & Provisioning*.

Provisioning Overview [page 65]: information on environments, authorizations, roles, materials, and more.

The *Systems & Provisioning* has these tabs:

Tab	Description
Overview Tab [page 57]	See all your systems displayed by system type and availability status in graphical donut chart format.
Systems Tab [page 58]	See a list of all your cloud and on-premise systems: • Cloud Systems Card [page 58] • Private Cloud System Details Page [page 61] • On-Premise Systems Card [page 62] Select a system name to go to the system details. Select

Tab	Description
Cloud Delivery Tab [page 63]	• Next-Generation Cloud Delivery Schedule Card [page 64]: cloud systems to be migrated to a new data center and infrastructure. • Products Available for Provisioning Card [page 65]: manage self-provisioning of your cloud products. • Provisioning Status Card [page 67]: see status for all your provisioning requests. • *SAP Cloud Application Lifecycle Management*: request provisioning of SAP Cloud ALM.
Availability Tab [page 68]	• Events Card [page 69]: system status and outage events, such as upcoming maintenance and service disruption, with a start and end time. • Availability Card [page 70]: communicated availability of cloud services and systems.
Connectivity Tab [page 71]	View and manage remote connections. See the European Union/Chinese data protection information for system restrictions.
Keys Tab [page 71]	See information on license keys, SAP software change request (SSCR) keys, Development Namespaces, and migration keys.
System Measurement Tab [page 72]	See a list of your productive and development systems that are relevant for self-measurement or License Audit activities for On-Premise.

3.5.1 Overview Tab

The *Overview* tab lets you see information on all your systems, installations, and entitlements.

From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *Overview tab*.

The *Overview* tab has these cards:

Card	Description
My Systems card	Select the top of the *My Systems* card to go to the Systems Tab [page 58]. .
My Installations card	Select the top of the *My Installations* card to go to the SAP Installation Management application.
Landscape Applications card	Select any of the landscape applications: • SAP EarlyWatch Alert Workspace application • Maintenance Planner application • SAP HEC Workspace application • SAP HEC Landscape application • SAP My Landscape-Workspace • SAP System Hierarchy application

Card	Description
Availability Status card	Select the top of the *Availability Status* card to go to the Availability Tab [page 68].
My Cloud Entitlements	Manage your cloud entitlements and provisioning. Select the *My Cloud Entitlements* card to for more information on the Cloud Delivery Tab [page 63].
Optimize Your Systems	Select any of these options to optimize your systems: • SAP Software Download Center application • SAP Data Volume Management application • SAP Technical Downtime Optimization application • SAP Custom Code Analytics application • SAP Financial Data Quality application

3.5.2 Systems Tab

The *Systems* tab shows all your systems and important statistics and metrics across your active systems.

From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *Systems* tab.

The *Systems* tab has these cards:

Card	Description
Cloud Systems Card [page 58]	See your SAP cloud systems and subsystems, important metrics, and open cases.
Private Cloud Systems Card [page 61]	If you have a private cloud system, you will see this card for information on your SAP private cloud systems, important metrics, and more.
On-Premise Systems Card [page 62]	See your On-Premise systems, important metrics, and open cases

3.5.2.1 Cloud Systems Card

The *Cloud Systems* card shows your SAP cloud system status, open cases, system, and more.

Procedure

1. From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *Systems tab* > *Cloud Systems* card.
2. Use *Find System* to search for a specific system or filter by *Customer*.
3. You can also check the *Unavailable Systems Only* box or *Exclude Subsystems* box to filter your systems further.

The *Exclude Subsystems* box is checked by default. If you uncheck the *Exclude Subsystems* box, you will see all the *Subsystems* that belong to the *Main System*.

4. You can select how many entries you want to see at a time from the bottom of the list or to see all entries, select ⤢ at the top right of the card.
5. Select a *System* from the list to go to the Cloud System Details Page [page 59].
6. On the Cloud System Details Page [page 59]:

If you select...	You can...
A *System* from the list	Go to Cloud System Details Page [page 59] for the selected system, access the support launchpad, license key information, and remote connection information.
Product	See details on your selected product on the Purchased Product Details Page [page 23].
System Status	See system status in the *Status* column and access *SAP Cloud Availability Center*.
Main System	◦ Select a *Main System* name to see cloud system details on the Cloud System Details Page [page 59]. ◦ If you uncheck *Exclude Subsystems*, you can also see the Subsystems Card [page 60].
URL	Open product website.

7. Select Export [page 12] to download Systems information to an .xlsx file.

Related Information

On-Premise Systems Card [page 62]
Private Cloud Systems Card [page 61]

3.5.2.1.1 Cloud System Details Page

Manage your SAP cloud systems, open cases, and availability on the cloud *System Details* page.

Procedure

1. From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *Systems tab* > *Cloud Systems* card.
2. Select a cloud *System* to go to the cloud *Cloud System Details* page.
3. On the *Cloud System Details* card, you can select:

If you select...	You can...
System NO.	Go to the SAP ONE Support Launchpad application to request a *System Name* or *ID* change in the *SAP System Data* application.
Production	Access the Purchased Product Details Page [page 23].
System Details **card**	Select ◦ *Installation Name*: to go to the *SAP Installation Management* application on the SAP ONE Support Launchpad. ◦ *Open URL*: to open the link.
Events **card**	Select ◦ *Monthly events chart*: On the top of the *Events* card, see monthly events that affected availability. Select a month to see events that affected availablity for that month. ◦ Events Card [page 69]

4. You can select an *Event* on the Events Card [page 69] for more information on events that can affect your ystems.

Related Information

Cloud Systems Card [page 58]
Subsystems Card [page 60]

3.5.2.1.1.1 Subsystems Card

If there are subsystems under your main systems, you will see the *Subsystems* card on the *System Details* page.

Procedure

1. From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *Systems tab* > *Cloud Systems* card.
2. On the top of the *Cloud Systems*, to see subsystems associated with your main system, uncheck *Exclude Subsystems*.
3. Select the *Main System* column title to sort by *Main Systems*.
4. Select a *Main System* name to see system and subsystems details on the Cloud System Details Page [page 59].
5. On the *Subsystems* card, you can select:

Column	Description
System Name	◦ See subsystem details on the Cloud System Details Page [page 59]. ◦ See the Events Card [page 69].
Product	See product details on the Purchased Product Details Page [page 23]
System Status	See subsystem status in the *Status* column and access *SAP Cloud Availability Center*.

6. You can Export [page 12] on this card to an .xlsx file on your computer.

3.5.2.2 Private Cloud Systems Card

The *Private Cloud Systems* card shows your SAP private cloud system status, system, and product details.

Procedure

1. From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *Systems tab* > *Private Cloud Systems* card.
2. Use *Find System* to search for a specific system or filter by *Customer*.
3. You can also check the *Unavailable Systems Only* box to filter your systems further.
4. Select a *System* from the list to go to the Private Cloud System Details Page [page 61].
5. Select a *Product* from the list to go to the Purchased Product Details Page [page 23].
6. Select a system *Status* for your system to go to the *SAP Cloud Availability Center*.

3.5.2.2.1 Private Cloud System Details Page

Manage your SAP private cloud systems and availability on the cloud *Private Cloud System Details* page.

Procedure

1. From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *Systems tab* > *Private Cloud Systems* card.
2. Select a private cloud *System* to go to the *Private Cloud System Details* page.

3.5.2.3 On-Premise Systems Card

The *On-Premise Systems* card shows your on-premise system, open cases, system, installation, and product details.

Procedure

1. From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *Systems tab* > *On-Premise Systems* card.
2. Use *Find System* to search for a specific system or filter by *Customer*.
3. To see all entries, select ⤢ at the top right of the card.
4. The *On-Premise Systems* card has these options:

Option	Description
System	Go to On-Premise System Details Page [page 62] for the selected system, access the support launchpad, license key, and remote connection information.
Installation Number	Open *Installation Management* on SAP ONE Support Launchpad for systems, platforms, and other information related to the installation.
Product	See details on your selected product on the Purchased Product Details Page [page 23].

5. Select Export [page 12] to download information to an .xlsx file.

Related Information

Cloud Systems Card [page 58]
Private Cloud Systems Card [page 61]

3.5.2.3.1 On-Premise System Details Page

Manage your on-premise system on the *System Details* page.

Procedure

1. From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *Systems tab* > *On-Premise Systems* card.

2. Select a on-premise *System* to see the on-premise *System Details* page.
3. On the on-premise *System Details* page, you can select:

If you select...	You can...
System Number	System details, Edit in Launchpad, and manage remote connections.
Product	To go to the Purchased Product Details Page [page 23] to see relevant product info.
Edit in Launchpad	Open *System Data* on SAP ONE Support Launchpad to manage your systems service connection and license key.
Installation Name	Open *Installation Management* on SAP ONE Support Launchpad for systems, platforms, and other information related to the installation.
License Key	Open *License Keys* on SAP ONE Support Launchpad to manage systems and license keys, and request new license keys.
Remote Connections	Open *Remote Connections* on SAP ONE Support Launchpad to manage connection types.

Related Information

On-Premise Systems Card [page 62]

3.5.3 Cloud Delivery Tab

The *Cloud Delivery* tab shows your next-generation cloud delivery schedule, products available for provisioning, and provisioning status.

From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *Cloud Delivery* tab.

The *Cloud Delivery* tab has these cards:

Card	Description
Next-Generation Cloud Delivery Schedule Card [page 64]	Track the status and timeline for transitioning your cloud systems to new data centers and infrastructure.
Products Available for Provisioning Card [page 65]	Review open entitlements and request system provisioning. Supported products are SAP Business Integration Platform, SAP S/4HANA Cloud, and SAP Central Business Configuration, SAP Commerce Cloud at this time.
Provisioning Status Card [page 67]	See all your system provisioning requests and their status.

3.5.3.1 Next-Generation Cloud Delivery Schedule Card

The *Next-Generation Cloud Delivery Schedule* card helps you keep track of the status and timeline for transitioning your cloud systems to data centers and new infrastructure.

Context

> **Note**
>
> Planned transition dates are for informational purposes only and are subject to change. Transition dates are available on the *Next-Generation Cloud Delivery Schedule* card at least 60 days before migration begins.

Procedure

1. From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *Cloud Delivery tab* > *Next-Generation Cloud Delivery Schedule* card.
2. Either search for a system or select a system from the list.
3. On the *Next-Generation Cloud Delivery Schedule* card, you can select:

Option	Description
Notification Subscriptions	Select the card menu on the top right of the card ⋮, then select *Notification Subscriptions* to manage your Cloud Availability Center Notifications in the SAP Cloud System Notification Subscriptions application.
System	To see the your system information on the Cloud System Details Page [page 59]. If you don't see a link under *System*, the system is under SAP Cloud.
Checklist	Not all systems have a checklist. If you have a checklist, check and confirm all the items to make sure the transition runs smoothly. Checklist displays if the checklist items are relevant to the system.

4. Select Export [page 12] to export the data to an .xlsx file.

3.5.3.2 Products Available for Provisioning Card

Use the *Products Available for Provisioning* card to see open entitlements and request system provisioning.

Procedure

1. From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *Cloud Delivery tab* > *Products Available for Provisioning* card.
2. Find the relevant entitlement by *Product* and *Entitlement Role*.

   > **i Note**
   >
   > You can start provisioning any time before the contract *Start Date*. The tenant will be provisioned on the contract *Start Date*.

3. Select any of the materials in the *Entitled Materials* column to expand the row to see details of license materials, entitled quantity, and order ID.
4. Under the *Actions* column, if available, select *Start Provisioning*.
5. The *Start New Provisioning Request* confirmation displays. Select *Submit* to confirm you want to request provisioning on this system. The status on the card changes to *Request Submitted*.
6. The Provisioning Status Card [page 67] displays the progress of the provisioning after SAP receives the request.

Related Information

Provisioning Status Card [page 67]
Provisioning Overview [page 65]

3.5.3.2.1 Provisioning Overview

Provisioning overview of environments, authorizations, roles, materials, and more.

Check out these topics for more information:

- Provisioning Authorizations [page 66]
- Automatic Authorizations [page 66]
- Entitlement Roles [page 67]
- Entitled Materials [page 67]
- SAP Commerce Cloud in the Public Cloud

3.5.3.2.1.1 Provisioning Authorizations

SAP for Me requires an S-User ID to access SAP for Me provisioning.

SAP for Me leverages new data types. New authorizations are now part of the existing S-User framework. Your Super Admin or Cloud Administrator can grant access to any S-user.

To provision systems in SAP for Me, your S-user requires this authorization assigned to your S-User ID: **`Edit Cloud Data`**.

To display open entitlements or provisioning status, your user requires this authorization **`Display Cloud Data`** or **`Edit Cloud Data`**.

Related Information

Provisioning Overview [page 65]
Automatic Authorizations [page 66]
Products Available for Provisioning Card [page 65]

3.5.3.2.1.2 Automatic Authorizations

Several SAP for Me roles can get automatic provisioning authorization.

These roles have automatic provisioning authorization:

- All Cloud Administrators: authorization for installations they are Cloud Admin for.
- All company Super Administrators: authorization for customer numbers that they are Super Admin for.
- All CCoE Super Administrators: authorization on CCoE level.
- IT Contact person

Related Information

Provisioning Authorizations [page 66]
Entitlement Roles [page 67]

3.5.3.2.1.3 Entitlement Roles

SAP for Me entitlement roles define which system roles the user is allowed to provision; for example, production, development, and test etc.

Related Information

Provisioning Authorizations [page 66]
Automatic Authorizations [page 66]

3.5.3.2.1.4 Entitled Materials

Entitled materials are the licensed materials that are installed on the system.

Entitled materials are items that appear on the bill of material content. When the user selects the entitled materials entry in SAP for Me, the details of the material, quantity, order ID, and the start and end date of the entitled contract are displayed.

Related Information

Provisioning Overview [page 65]

3.5.3.3 Provisioning Status Card

The *Provisioning Status* card shows all your system provisioning requests and their status.

Context

The *Provisioning Status* card has these status types:

Status	Description
Request Submitted	The provisioning request is sent to SAP.
Provisioning Triggered	Provisioning process started.
Error	Something went wrong. The process is being monitored and should be fixed by SAP. You can also report a case to resolve the problem more quickly.

Status	Description
Provided	Provisioning is completed.
Blocking in Process	The system will be blocked soon due to customer request or contract end.
Blocked	System is blocked due to contract end. The Cloud service is available in read-only mode, where you can continue to extract data. If the cloud service does not support a read-only mode, full is blocked.
Unblocking	System is live again after the contract is renewed.

Procedure

1. From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *Cloud Delivery tab* > *Provisioning Status* card.
2. From the *Provisioning Status* card, you can select:
   - at the top right of the card to see all entitlements in the list.
   - Type in an *Entitlement Product*, *Entitlement Role*, or *Provisioned System ID* to find one related your entitlements.
3. Select *Entitled Materials* for a product to see which license materials are part of this entitlement product. From the *Licensed Materials* list, you can:
   - select *Licensed Materials* to see more information on the Purchased Product Details Page [page 23].
   - select the *Order ID* to see *Licenses and Orders* on the *Finance & Legal* dashboard.
4. Select a *Provisioned System ID* to see Cloud System Details Page [page 59] for the provisioned system.

Related Information

Cloud Materials Card [page 34]

3.5.4 Availability Tab

The *Availability* tab shows events that can affect your cloud system availability.

From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *Availability* tab.

The *Availability* tab has these cards:

Card	Description
Events Card [page 69]	See all cloud availability events, such as unexpected outages or planned maintenance.
Availability Card [page 70]	See information on the availability of all your SAP systems.
Cloud Availability Center Card	Get a personalized view into your SAP cloud product availability.
Cloud System Notification Subscription Card	Manage your cloud system notifications to receive up-to-date information about your SAP cloud system status.
Concur Service Status Card	Check for realtime service availability and performance information in the *SAP Concur Open Service Status Dashboard*.

3.5.4.1 Events Card

The *Events* card on the *Availability* tab gives an overview of both planned and unplanned events that might have affected any of your cloud services systems over the last 12 months.

Procedure

1. From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *Availability Tab* > *Events Card*.
2. Select the filter criteria you want at the top of the *Events* list.
3. The *Events* card has these options:

Column	Description
Event ID	Event Details Page [page 69].
System Name	To go to the Cloud System Details Page [page 59].

4. You can Export [page 12] for event information to an .xlsx file on your computer.

3.5.4.1.1 Event Details Page

The *Event Details* page helps you track the progress of events, including event type, start/end time, duration, notifications, and affected systems.

You can access the *Event Details* wherever maintenance events, disruptions, or degredations are listed. For example, from the:

- Events Card [page 69]
- Systems Tab [page 58]

- Calendar [page 114]

Procedure

1. From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *Availability tab* > *Events Card*.
2. Select an *Event ID* to go to the *Event Details* page.
3. The *Event Details* page has these cards:

Card	Description
Notifications **Card**	To read the full notification about the selected event.
Affected Systems **Card**	○ Enter a system in Find Systems to search for affected systems. ○ Select the *System ID* to go to the Cloud System Details Page [page 59]. ○ *Product* name to go to the Purchased Product Details Page [page 23]. ○ Export [page 12] list to an .xlsx file on your computer.

4. You can Export [page 12] on the *Event Affected System* card to an .xlsx file on your computer.

3.5.4.2 Availability Card

The *Availability* card shows all information on the availability of all your cloud systems for the past 12 months.

Procedure

1. From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *Availability tab* > *Availability* card.
2. Select the filter criteria you want at the top of the *Availability* list.
3. Select a *System Name* to see details for the affected system.
4. You can Export [page 12] for your system availability information to an .xlsx file on your computer.

Related Information

Availability Tab [page 68]
Events Card [page 69]

3.5.5 Connectivity Tab

The *Connectivity* tab lets you view and manage remote connections.

From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *Connectivity tab*.

The *Connectivity* tab has these cards:

Card	Description
Remote Connection card	Select *Manage Remote Connections* to go to the *SAP Remote Connections* application.
Remote Connections Logbook card	To go to the *SAP Remote Connectivity Logbook* application.
SAProuter Certificate card	To go to the *SAP Router Certificate* application.
Remote Access Restrictions card	• Hover over either *EU Access Restriction* or *CN Access Restriction* to see an overview of *Activated* and *Scheduled* system restrictions. • Select either *EU Access Restriction* or *CN Access Restriction* to see more information in the *SAP Data Protection & Security* application.

Related Information

Systems & Provisioning [page 56]

3.5.6 Keys Tab

The *Keys* tab lets you see information on yourlicense keys, SAP software change request (SSCR) keys, Development Namespaces, and migration key.

From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *Keys tab*.

The *Keys* tab has these cards:

Card	Description
License Keys card	Request or renew license keys to activate your SAP software products.
SSCR Keys My Developer Registrations card	SAP Software Change Requests (SSCR) for developer registrations to change SAP sources or SAP dictionary objects in an SAP system.
SSCR Keys My Object Registrations card	SAP Software Change Request (SSCR) for object keys to make changes to SAP sources or SAP dictionary objects.

Card	Description
Development Namespaces card	Develop enhancements and solutions in the *SAP Namespaces* application.
Migration Keys	A list of migration keys and their associated installation, source system, and customer.

Related Information

Keys Tab [page 71]

3.5.7 System Measurement Tab

The *System Measurement* tab shows your productive and development systems that are relevant for self-measurement or License Audit activities for On-Premise.

Procedure

1. From the sidebar, select *Customer Dashboards* > *Systems & Provisioning* > *System Measurement* > *System Measurement Relevancy for On-Premise* card.
2. Select the filter to show *All Relevancy States*, *Relevant* or *Not Relevant* state or you can search for a system.
3. The *System Measurement* tab has these options:

Column	Description
System	To access the On-Premise System Details Page [page 62].
Product	To see more product information on the Purchased Product Details Page [page 23].
Installation	To access installation details in the *SAP Installation Management* application.
Relevancy	Select the button in the *Relevancy* column to set the system to *Relevant* or *Not Relevant*. Select *Confirm* to reset Non Relevancy.
Open Relevancy History	Open relevancy history to see the system relevancy change dates, changed by, and relevancy reason.

4. Select Export [page 12] to download information to an .xlsx file.

3.6 Users & Contacts Dashboard

Users & Contacts dashboard lets you access key SAP contacts and other colleagues and manage your users.

Procedure

1. From the sidebar, select *Customer Dashboards* > *Users & Contacts* dashboard.
2. The *Users & Contacts* dashboard has these cards:

Card	Description
SAP Contacts Card	See your SAP contacts that are relevant to you and your products and get in touch.
Customer Contractual Contacts Card	See contacts at your company that SAP has identified as critical role holders for particular contracts.
Support User Administration	User Admins can select *Support User Administration* to manage S-user IDs for your company, change user data, manage authorizations, run reports, and more. Admin can also see number of users and actions required.
Manage Service Partner Users	If you're a cloud customer admin, you can invite your partner S-users to report incidents.
Important Contacts in My Company	Access key SAP contact information for all your SAP products.
HEC Contacts	Find contacts in your company with special skills, such as super administrator and security contacts.
SAP Passport	To benefit from single sign on, select *Renew your passport* to install an *SAP Passport* browser certificate on your computer to easily sign in to SAP for Me and other SAP sites with your S-user ID..

3. You can use the central search at the top of the SAP for Me header to search for S-users in your company. Select the user name to see the user's information.

Related Information

Search [page 116]

4 Partner Dashboards

4.1 Partner Dashboards

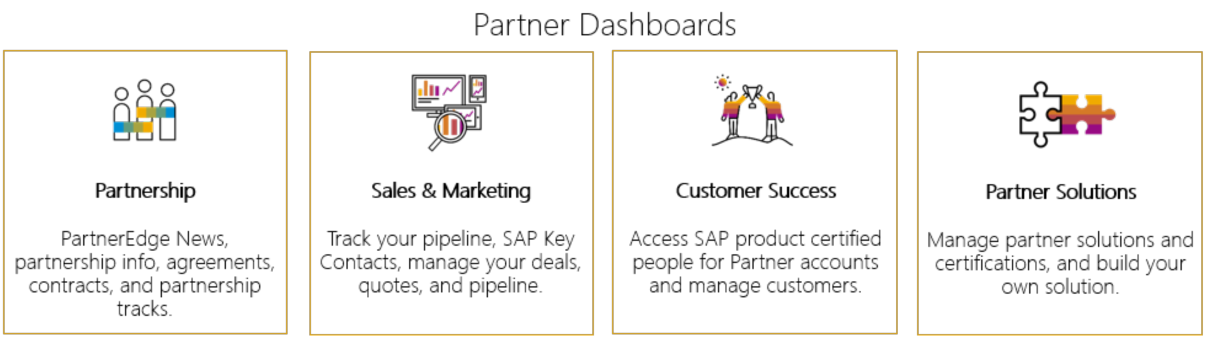
The SAP for Me *Partner* dashboards integrate the SAP PartnerEdge Launchpad to let you manage all your partner tracks.

Partner Dashboards Overview

To access SAP for Me, you need to have an SAP S-User ID. You can view the Partner Dashboards if your S-User ID is linked to an active Partnership in SAP Manage My Partnership. To request permissions to any of the Partner dashboards or cards, contact your Partner Security Manager through SAP for Me.

For help with your Partner account, visit the SAP Partner Portal. All Partner dashboards (except *Partner Solutions*) have a *Get Assistance* button at the top to access *Guided Partner Support* for the specific dashboard.

The *Partner* dashboards are listed below. This image is interactive. Hover over each graphic for a description. Select the highlighted graphic for more information.



- Customer Success [page 91]
- Sales & Marketing [page 84]
- Customer Success [page 91]
- Partner Solutions [page 105]

Partner Dashboards Features

SAP for Me *Partner* dashboards include these tabs in the table.

Dashboard	Description	Tabs
Partnership [page 76]	Learn about PartnerEdge News, partner information, agreements, contracts, and partnership tracks.	• Overview Tab [page 76] • Proficiency Tab [page 81] • Grouping & Affiliates Tab [page 83]
Sales & Marketing [page 84]	See your pipeline, SAP key contacts, manage open deals, quotes, and pipeline details.	• Planning & Performance Tab [page 85] • Deal Execution Tab [page 88]
Customer Success [page 91]	Access information for certified product experts and active customers for a Partner account.	• Customer Delivery Tab [page 99] • Customer Adoption Tab [page 92]
Partner Solutions [page 105]	Manage, upgrade, and build partner solutions and certifications.	

Get Help with Partner Dashboards

Partner dashboards have a specific help tool for each dashboard. See Partner Get Assistance [page 75] for details.

Helpful Blog Articles

- SAP for Me for Partners.
- What permissions do you need for SAP for Me Partners?
- SAP for Me Partner Roles

4.2 Partner Get Assistance

Partner Dashboards have an integrated *Get Assistance* feature to guide you to the right place for the best information.

Select *Get Assistance* button at the top of the *Partner* dashboards to easily get help. This opens the SAP for Me *Guided Partner Support* pages listed in the table.

Dashboard	Get Assistance Tool
Partnership	Partnership Tool
Sales & Marketing	Sales & Marketing Tool
Customer Success	Customer Success Tool

Dashboard	Get Assistance Tool
Partner Solutions	Partner Solutions Tool

4.3 Partnership

Partnership gives you access to the latest PartnerEdge news, partnership details, agreements, contracts, and partnership tracks.

From the sidebar, select *Partner Dashboards* > *Partnership.*

Partnership has these tabs:

Tab	Description
Overview Tab [page 76]	See partnership information, tracks, news, and more.
Proficiency Tab [page 81]	Review and manage your product authorization fulfillment for Sell and Service authorizations, and review your Partner Center of Expertise support authorizations and quick links.
Grouping & Affiliates Tab [page 83]	View the affiliates within your Partner Company. If you are the Partner Grouping Agreement Signer, you can find links to manage your affiliates.
Partnership Get Assistance Tool	Guided Partner Support for the *Partnership* dashboard in SAP for Me

Related Information

Partner Dashboards [page 74]

4.3.1 Overview Tab

The *Overview* tab on the *Partnership* dashboard includes partnership information, partnership tracks, partner news, and more.

From the sidebar, select *Partner Dashboards* > > *Partnership* > *Overview* tab.

Overview tab has these cards:

Card	Description
My Partnership Card [page 77]	Get a snapshot of partnership information, current and next due diligence, and manage your partnership.

Card	Description
SAP PartnerEdge News Card [page 78]	Keep up to date on the latest Partner news.
Partnership Tracks Card [page 78]	See current partnership tracks and status. Contact *SAP Partner Helpline*.Export [page 12] for partnership tracks to an .xlsx file.
Accelerate Your Partnership Success Card [page 79]	Information on SAP strategy, products, partnership program, and other resources.
Test, Demo, & Development Card [page 80]	Access your agreements, services, and approvals for test, demonstration, and development licensing services.
Partner Administration Card [page 80]	Quickly get to your key partnership applications for partner administrators. Manage users, funds, rewards, and more.
Fast Access cards	Access the SAP Partner Portal, Contacts, PartnerEdge Portal for Support, and more.

4.3.1.1 My Partnership Card

The *My Partnership* card gives you a snapshot of partnership information, current and next due diligence, and lets you manage your partnership.

Required authorizations: **`All Partner Functions`**. Contact your Partner Security Manager for the Partner company to get access to this card.

From the sidebar, select *Partner Dashboards* > *Partnership* > *Overview tab* > *My Partnership* card.

On the *My Partnership* card, you can take these actions:

Action	Description
Partner Account	Select the partner company name to see the main address, Partner ID, Vendor ID, Tax ID, and contact information. To update this information, contact partner@sap.com.
Current Due Diligence	Select *Show Details* to see more information on the due diligence status. *Current Due Diligence* is the active status of the Partner's due diligence and the expiration date. You will get an alert when due diligence is within 3 months of the expiration date.
Next Due Diligence	This is the status of the Partner's next due diligence and the date of the latest update for SAP-renewed projects. SAP contacts the Partner to complete due diligence activities. For more information on due diligence statuses, select *What's this card about?* from the dot menu at the top right of the card.

Action	Description
Manage My Partnership	Select the *Manage My Partnership* button to see the due diligence status and more information.
View Value Points	Select *View Value Points* to see the Partner value points. Value points are assigned based on positive customer feedback about a partner's performance in SAP software implementation projects. Value points determine your program level and benefits.
Edit Profile	This is the Partner's profile status on the SAP Partner Finder site. Depending on the Partner profile status, you have access to *Edit Profile*. For more information on *Partner Finder Profile* statuses, select *What's this card about?* from the dot menu at the top right of the card.

4.3.1.2 SAP PartnerEdge News Card

The *SAP Partner Edge News* card shows important updates on Next-Generation Partnering and SAP Partner Edge Program enhancements.

Required authorizations: **`All Partner Functions`**. Contact your Partner Security Manager for the Partner company to get access to this card.

From the sidebar, select *Partner Dashboards* > *Partnership* > *Overview tab* > *SAP Partner Edge News* card.

Browse the *SAP Partner Edge News* card for updates on SAP Partnerships. The card rotates through various articles like a slideshow.

- View an article: select the image on the *SAP Partner Edge News* card for the article you want to see to see the full article.
- Pause rotating articles: to stop the articles from rotating, select the ǁ *Pause* button on the top right of the card.
- Resume rotating articles: to start rotating through the articles again, select ▷ *Play* button on the top right of the card.

4.3.1.3 Partnership Tracks Card

The *Partnership Tracks* card lists the various SAP Partner engagement models and agreements under an Partner Company.

Required authorizations: **`All Partner Functions`**. Contact your Partner Security Manager for the Partner company to get access to this card.

From the sidebar, select *Partner Dashboards* > *Partnership* > *Overview tab* > *Partnership Tracks* card.

On the *Partnership Tracks* card, you can take these actions:

Action	Description
Apply for Additional Partnership	If you want to add another SAP relationship, select *Apply for Additional Partnership* to visit the Apply for Partnership or Membership site. You can apply to sell and implement, build, develop, integrate, and service SAP Solutions, and more.
Partnership Tracks	This is the name of the partnership track. Select the ★ star next to a *Partnership Track* to mark it as a favorite. Then you can select *Favorites only* to only see your favorite tracks.
Partner Program	Indicates if the Partner Track is part of the SAP PartnerEdge Program.
Status	The Partnership Track status. If the status has next to the status, select it to see more information. For more information on the statuses, select *What's this card about?* from the dot menu at the top right of the card.
SAP Key Contacts	SAP contact name for the Partner Track. Select the contact name to see the contact's info. Select the email or phone number to get in touch.

4.3.1.4 Accelerate Your Partnership Success Card

The *Accelerate Your Partnership Success* card lists key enablement resources to help get you started in your SAP Partnership journey.

Required authorizations: **`All Partner Functions`**. Contact your Partner Security Manager for the Partner company to get access to this card.

From the sidebar, select *Partner Dashboards* > *Partnership* > *Overview tab* > *Accelerate Your Partnership Success* card.

Explore any of the listed Partnership Success options on the *Accelerate Your Partnership Success* card:

- *SAP Strategy*: understand the SAP strategy and how the ecosystem can help.
- *SAP Solutions and Industries*: learn about the enablement for products, solutions, and industries.
- *SAP PartnerEdge Program*: view your partnership requirements, benefits, and services.
- *Persona-Based Resources*: focus on personalized content to support your Partnership role.
- *Fast-Track Onboarding Plan for New Partners*: access a 90-day ramp up plan template for onboarding.

4.3.1.5 Test, Demo, & Development Card

The *Test, Demo, & Development* card lets you access your active licensing services, your order and technical installation request inbox, and end-to-end service portfolios for test and demo.

Required authorizations: **`All Partner Functions`**. Contact your Partner Security Manager for the Partner company to get access to this card.

From the sidebar, select *Partner Dashboards* > *Partnership* > *Overview tab* > *Test, Demo, & Development* card.

On the *Test, Demo, & Development* card, you can:

- select *Services* to access your active licensing services and place an order for new services in the *Manage My Services* self-service application.
- select *Approvals* to see your order and technical installation request approval and rejection status in your inbox.
- select *Learn More about Non-Commercial Licensing* to visit the SAP Partner Portal to learn more about the end-to-end service portfolio for test, demonstration, and development licensing services that are offered by Non-Commercial Licensing.

4.3.1.6 Partner Administration Card

The *Partner Administration* card lets Partner Admins access partnership applications, like users, funds, rewards, licenses, and more.

Required authorizations: **`Partner Manager, Security Manager, Partner Marketing & Funds, Partner Product & Support, Partner Sales Manager, Sales Contact and Sales Operations`**. Contact your Partner Security Manager for the Partner company to get access to this card.

From the sidebar, select *Partner Dashboards* > *Partnership* > *Overview tab* > *Partner Administration* card.

On the *Partner Administration* card, you can select:

Action	Description
Users	Select *Users* to go to *Manage My Users* application for user administration tasks.
Funds	Select *Funds* to access *Business Development and Marketing Development Funds Management* to manage all your claims.
Rewards	Select *Rewards* to access *Manage My Rewards* application to claim and manage your rewards.
License Audit	Select *License Audit* access *Global Licensing Auditing Cockpit* to see usage for your customer's On-Premise installations.

Action	Description
Recognized Expertise	Select *Recognized Expertise* to manage and request recognized expertise on your company's implementation capabilities based on customer feedback.

4.3.2 Proficiency Tab

The *Proficiency* tab on the *Partnership* dashboard lets Review and manage your product authorization fulfillment for Sell and Service authorizations, and review your Partner Center of Expertise support authorizations and quick links.

Required authorizations: **`All Partner Functions`**. Contact your Partner Security Manager for the Partner company to get access to this card.

From the sidebar, select *Partner Dashboards* > *Partnership* > *Proficiency* tab.

Proficiency tab has these cards:

Card	Description
Product Authorization Fulfillment Card [page 81]	See your SAP PartnerEdge sell and service track authorizations.
Partner Center of Expertise Card [page 82]	See your total number of support authorizations and important link to manager your Partner Center of Expertise. Authorizations to see this card include Partner Manager, Partner Security Manager, or Partner Product and Support.
Fast Access Cards	Access the SAP Partner Portal, Contacts, PartnerEdge Portal for Support, and more.

4.3.2.1 Product Authorization Fulfillment Card

The *Partner Product Authorization Fulfillment* card lets you manage your SAP PartnerEdge Sell and Service track authorizations.

Required authorizations: **`All Partner Functions`**.

From the sidebar, select *Partner Dashboards* > *Partnership* > *Proficiency tab* > *Partner Product Authorization Fulfillment* card.

The *Partner Product Authorization Fulfillment Card* card shows this information:

Column	Description
Product	The product sell and service track authorization. filter by All, Sell, or Service Authorizations.
Status	:

Column	Description
	• Green: authorized • Orange: authorization at risk, for evaluation, or on grace period • Gray: requested or candidate
Required Roles	Required roles are listed for each product and if the requirements are met for each role. For example, customer engagement executive, sales executive, solution consultant. • ✓ green check: indicates that the required number of roles is met. • ⚠ warning sign: the required number of qualified employees and solution consultants is not met. Select the number in the warning in the required role column to see the users that are missing authorizations. You can assign roles to the service partner program in your company profile in the *Manage My Partnership* tool.
Maintain an Authorization	Select the *Maintain an Authorization* menu on the top right of the card. Then select either *Sell Authorization* or *Service Authorization* to track authorizations in the Manage My Partnership tool.

To learn more about the requirements for SAP Product Authorizations, visit the SAP Partner Portal or the Sell and Service track authorizations table in the PartnerEdge Program Guide.

4.3.2.2 Partner Center of Expertise Card

The *Partner Center of Expertise* card lets you see the number of active authorizations and manage your Partner Center of Expertise.

Required authorizations: **`Partner Product and Support`**. Contact your Partner Security Manager for the Partner company to get access to this card.

From the sidebar, select *Partner Dashboards* > *Partnership* > *Proficiency tab* > *Partner Center of Expertise* card.

On the *Partner Center of Expertise* card, you have these options:

Action	Description
Active Authorizations	See the total number of active support authorizations. Select *Partner COE Dashboard* to view your performance information in near real-time on the SAP Partner CoE dashboard.
Support Authorizations	Select *Support Authorizations* to expand the list to see information about the solutions.

Action	Description
Maintain an Authorization	Select *Maintain an Authorization* from the *Actions* list to access *SAP Manage My Partnership* to manager your support authorization dimentions.
Partner COE Dashboard	Select to access the Partner Center of Expertise (COE) dashboard to see your performance info in near real-time.
Request an Audit Date	Select *Request an Audit Date* from the *Actions* list to request or change your audit date from the Partner Experience Delivery Post Sales team.

4.3.3 Grouping & Affiliates Tab

The *Grouping & Affiliates* tab on the *Partnership* dashboard lets you manage your partnership and affiliates as part of the SAP PartnerEdge Grouping Agreement.

Required authorizations: **`Partner Product and Support`**.

From the sidebar, select *Partner Dashboards* > *Partnership* > *Grouping & Affiliates* tab.

Grouping & Affiliates tab has these cards:

Card	Description
Partner Company Grouping Card [page 83]	If your company is participating in SAP Partner Grouping Agreement (PCA), you can manage your partnership globally across SAP.
My Affiliates Card [page 84]	Manage the affiliates within your Partner Company Grouping. Nominate affiliates to join the group. Authorizations to see this card include Partner Esigner, Partner Manager, or Partner Security Manager. If you are the Partner Grouping Agreement Signer, you can find links to manage your affiliates.
Fast Access Cards	Access the SAP Partner Portal, Contacts, SAP Support, and more.

4.3.3.1 Partner Company Grouping Card

The *Partner Company Grouping* card on the *Partnership* dashboard lets you manage your partnership globally across SAP as part of the SAP PartnerEdge Grouping Agreement.

Required authorizations: **`Partner Product and Support`**.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Partnership* > *Grouping & Affiliates tab* > *Partner Company Grouping* card.
2. For a group holder, select a region from the list to expand the row to see the company list. You can also search for a group holder name.
3. Select a company name to see partner company details, such as date added, partner tracks, and contact information. Select any contact name to get in touch.

4.3.3.2 My Affiliates Card

The *My Affiliates* card on the *Partnership* dashboard lets you manage your the affiliates in your Partner Company Grouping.

Required authorizations: `Partner Product and Support`. Roles that can access are: Partner Manager, Partner Security Manager, or Partner eSigner that belongs to Partner Grouping Agreement.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Partnership* > *Grouping & Affiliates tab* > *My Affiliates* card.
2. If you are the Partner Grouping Agreement signer, select *Add Affiliates* to nominate affiliates that you want to join the group..
3. Select *Remove Affiliates* to remove affiliates from the group.

Related Information

Partner Company Grouping Card [page 83]

4.4 Sales & Marketing

Sales & Marketing helps you track your pipeline for four rolling quarters, register new deals, manage open deals, and quotes.

From the sidebar, select *Partner Dashboards* > *Sales & Marketing*.

Sales & Marketing has these tabs:

Tab	Description
Planning & Performance Tab [page 85]	Manage your pipeline and access SAP key contacts.
Deal Execution Tab [page 88]	Manage open deals, start new deals, see pipeline details and approved quotes.
Sales & Marketing Get Assistance Tool	Guided Partner Support for the *Sales & Marketing* dashboard in SAP for Me.

Related Information

Partner Dashboards [page 74]

4.4.1 Planning & Performance Tab

The *Planning & Performance* tab shows your pipeline deals and SAP key contacts.

From the sidebar, select *Partner Dashboards* > *Sales & Marketing* > *Planning & Performance* tab.

The *Planning & Performance* tab includes these cards:

Card	Description
Business Planning Card [page 86]	See a summary and the status of your current business plan, including total target, on-premise and cloud target, planned go lives, and more.
Four Rolling Quarters Pipeline Card [page 86]	Manage your pipeline and deals for the current and three future quarters for on-premise and cloud products.
Revenue Plan & Performance Card [page 87]	See your revenue plan and performance for the current here for cloud and on-premise, see totals by actual, planned, attain, and in pipeline.
SAP Key Contacts Card [page 88]	Access SAP key contacts and Export [page 12] them to an .xlsx file.
Fast Access Cards	Additional cards, such as *Royalties for OEM*, *Exception Ordering*, *Customer Success Story*, and *Customer References*.

Related Information

Deal Execution Tab [page 88]

4.4.1.1 Business Planning Card

Use the *Business Planning* card to see a summary and the status of your current business plan, including total target, on-premise and cloud target, planned go lives, and more.

This card displays if you have authorization provided by your Partner Security Manager of your partner company. Required authorizations are Partner Manager or Security Manager.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Sales & Marketing* > *Planning & Performance tab* > *Business Planning* card.
2. Select the year filter at the top of the card. The current business plan status displays at the top of the card.
3. If you have a current business plan, select *Open Business Plan* to open your business plan.
4. If it is a new business planning year, you can select create *new business plan*. Then select *Create a New Business Plan*.
5. If there are new business plans available for you to create, SAP for Me will update the card and display a message at the top. Select *SAP Business Planning Application* to start planning.

4.4.1.2 Four Rolling Quarters Pipeline Card

Use the *Four Rolling Quarters Pipeline Card* to manage your pipeline and deals.

This card displays if you have authorization provided by your Partner Security Manager of your partner company. Permissions allowed on this card are Sales Contact, Sales Manager, Sales Operation, Partner Manager, and Security Manager.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Sales & Marketing* > *Planning & Performance tab* > *Four Rolling Quarters Pipeline* card.
2. You can review your *Cloud* and *On-Premise* pipelines that are currently in process. The sum for 4 rolling quarters is the deal amount.
3. Select *Show All Data* on the top right of the card to see more detailed pipeline information for the current and four rolling quarters on the Four Rolling Quarters Pipeline Card [page 90].

Related Information

Register a New Deal [page 89]

Deal Execution Tab [page 88]

4.4.1.3 Revenue Plan & Performance Card

Use the *Revenue Plan & Performance* card to see your revenue plan and performance for the current here for cloud and on-premise, see totals by actual, planned, attain, and in pipeline.

This card displays if you have authorization provided by your Partner Security Manager of your partner company. Required authorizations are Partner Manager or Security Manager.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Sales & Marketing* > *Planning & Performance tab* > *Revenue Plan & Performance* card.
2. Select either *On-Premise* or *Cloud* at the top of the card to see your revenue plan and performance for the current year.
3. The bar chart at the left of the card shows your *Planned* (black line), *Actual* (dark blue), and *Pipeline* (light blue) revenue by quarter. On this chart, you can select:
   - revenue plan and performance for a specific quarter. The horizontal black line represents the targer per the busines plan.
   - *Actual* (dark blue) to see actual revenue plan and performance.
   - *Pipeline* (light blue) to see revenue plan and performance in the pipeline.

   The table on the *Revenue Plan & Performance* card shows this info:

Column	Description
Segment	Your revenue plan by market segmentation (General Business versus Large Enterprise).
Solution Area	Your revenue plan by solution
Quarter	Your revenue plan per quarter for the current year.
Actual	Your actual generated revenue per SAP.
Planned	Your total revenue plan for the current year.
Attain	Your plan achievement in percent of completion. Calculation is based on revenue plan versus revenue actuals.
In Pipeline	Your open pipeline revenue plan.

4.4.1.4 SAP Key Contacts Card

Use the *SAP Key Contacts Card* access SAP key contacts to support your partner relationship.

This card displays if you have authorization provided by your Partner Security Manager of your partner company. Permissions allowed on this card are Sales Contact, Sales Manager, Sales Operation, Partner Manager, and Security Manager.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Sales & Marketing* > *Planning & Performance tab* > *SAP Key Contacts* card.
2. Select *Sell* or *Build* at the top of the card to access your sell and build partnership engagement contacts.
3. Select an *SAP Contact*, then select ✉ *E-mail* to create an email to the contact or *Call* to call the contact (for example, using Skype).
4. Export [page 12] to an .xlsx file on your computer.

Related Information

Deal Execution Tab [page 88]
Four Rolling Quarters Pipeline Card [page 86]

4.4.2 Deal Execution Tab

Use the *Deal Execution* tab to manage open deals, start new deals, see pipeline details, and approved quotes.

From the sidebar, select *Partner Dashboards* > *Sales & Marketing* > *Deal Execution* tab.

The *Deal Execution* tab includes these cards:

Card	Description
Register a New Deal [page 89]	Start new deals, check partner pricing, and register new deals.
View Open Deals [page 89]	Review all your open SAP deals, contact SAP deal owners, manage and register new deals.
Four Rolling Quarters Pipeline Card [page 90]	Review SAP deals in your pipeline, contact SAP deal owners, manage and register new deals
Approved Quotes Card [page 91]	see approved quotes for your company and launch quote IDs in the *SAP Software Ordering* application.

Card	Description
Fast Access Cards	Additional cards, such as *Royalties for OEM*, *Exception Ordering*, *Customer Success Story*, and *Customer References*.

Related Information

Planning & Performance Tab [page 85]

4.4.2.1 Register a New Deal

Use the *Start New Deal* card to register new deals, check partner pricing, and register new deals.

Required authorizations: Sales Contact, Sales Manager, Sales Operation, Partner Manager, or Security Manager.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Sales & Marketing* > *Deal Execution tab* > *Start New Deal* > card.
2. On the *Start New Deal* card, you can:
    - *Check Pricing*: to go to the *SAP Pricing* application to check partner pricing.
    - *Register New Deal*: to go to the *SAP Deal Registration* application manage deals and register new customer deals.

4.4.2.2 View Open Deals

View all your open SAP deals, contact SAP deal owners, manage and register new deals on the *Open Deals* card.

Data updates on the *Open Deals* card can take up to 24 hours.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Sales & Marketing* > *Deal Execution tab* > *Open Deals* card.

2. The bar chart at the left of the card shows your sales cycle by quarter. On this chart, you can select:
   - a quarter show deals for a specific quarter.
   - *All Deals* to see all open SAP deals for your company.
   - *My Deals* to see your open SAP deals for your company.
3. The table on the *Revenue Plan & Performance* card shows this info:

Column	Description
Prospect	A prospective customer.
Description	A short description of the deal.
ID	Select the *ID* for more information on this deal.
Close Date	The date the deal is forecasted to close.
Phase	The sales phase the SAP deal is in.
Score	The qualifying score from eight qualifications questions in the *SAP Deal Manager* application.
Partner Channel Responsible	Your partner channel contact. Select the contact name to get in touch.
SAP Deal Owner	Your SAP contact person that is responsible for the deal. Select the contact name to get in touch.

4. To manage deals, select:
   - any deal from the list to see it in the *SAP Deal Manager* application.
   - *Manage Deals* to go to the *SAP Deal Manager* application to see all your deals.
   - *Register New Deal* in the *SAP Deal Registration* application.

4.4.2.3 Four Rolling Quarters Pipeline Card

On the *Pipeline Details* card you can review open SAP deals for your company for the next four rolling quarters.

Context

To use the *Pipeline Details* card:

Procedure

1. From the sidebar, select *Partner Dashboards* > *Sales & Marketing* > *Deal Execution tab* > *Four Rolling Quarters Pipeline* card.

2. Enter a prospect name in the *Search* to find a specific prospect.
3. To see all entries in the *Pipeline Deals* list, select on the top right of the card.
4. Select *Current Quarter* or *Four Rolling Quarters* at the top left of the card to see your pipeline deals.
5. Select a specific *Prospect* in the list to open it in the *Deal Manager* application or select an *SAP Deal Owner* to contact the person.
6. Export [page 12] to an xlsx file on your computer.

4.4.2.4 Approved Quotes Card

Use the *Approved Quotes* card to see approved quotes for your company and launch quote IDs in the Software Ordering application.

Context

To use the *Approved Quotes* card:

Procedure

1. From the sidebar, select *Partner Dashboards* > *Sales & Marketing* > *Deal Execution tab* > *Approved Quotes* card.
2. To see all entries in the *Approved Quotes* list, select on the top right of the card.
3. Select *All Quotes* or *My Quotes* at the top left of the card to see your approved quotes.
4. Select a specific Prospect *ID* in the list to open it in the *Software Ordering* application.
5. Select *Booked Quotes* at the top right of the card to see booked quote details in the *Software Ordering* application.
6. Export [page 12] to an xlsx file on your computer.

4.5 Customer Success

Customer Success lets you manage your on-premise and cloud customers, their products, licenses, and orders.

From the sidebar, select *Partner Dashboards* > *Customer Success.*

Customer Success has these tabs:

Tab	Description
Customer Delivery Tab [page 99]	Access certified people by product for Partner accounts.
Customer Adoption Tab [page 92]	See existing customers and Cloud Platform Pay-per-use.
Customer Success Get Assistance Tool	Guided Partner Support for the *Customer Success* dashboard in SAP for Me

Related Information

Partner Dashboards [page 74]

4.5.1 Customer Adoption Tab

On the *Customer Adoption* tab, you can see high-level overviews for partners across all your customers and decide what area requires action.

From the sidebar, select *Partner Dashboards* > *Customer Success* > *Customer Adoption* tab.

The *Customer Adoption* tab has these cards:

Card	Description
Upcoming Cloud Renewals Card [page 93]	See customers with upcoming cloud renewals within the next 120 days.
Upcoming Maintenance Renewals Card [page 93]	See customers with upcoming maintenance renewals within 120 days.
Active License Sales Orders with Service Provider Card [page 94]	See all active license sales sold by a partner.
Cloud Platform Pay-Per-Use Card [page 94]	Review cross-customer Cloud Platform enterprise agreement credit use for the current month.

Select a customer name, you go to the Customer Information Page [page 95] to see all the information for a specific customer.

4.5.1.1 Upcoming Cloud Renewals Card

On the *Upcoming Cloud Renewals* card, you can see customers with upcoming cloud renewals within the next 120 days.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Customer Success* > *Customer Adoption tab* > *Upcoming Cloud Renewals* card.
2. Select a customer name to go to the account information.
3. Select the *Orders & Renewals* tab to explore the renewal information.
4. See Orders & Renewals Tab [page 97] for more information on the cards on this tab.
5. You can Export [page 12] to an .xlsx file on your computer.
6. If you have questions, select the *Get Assistance* button on the top right to access *Guided Partner Support for the Customer Success Dashboard*.
7. Select Export [page 12]

Related Information

Upcoming Maintenance Renewals Card [page 93]

4.5.1.2 Upcoming Maintenance Renewals Card

On the *Upcoming Maintenance Renewals* card, you can see customers with upcoming maintenance renewals within 120 days.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Customer Success* > *Customer Adoption tab* > *Upcoming Maintenance Renewals* card.
2. Select a customer name to go to the account information.
3. Select the *Orders & Renewals* tab to explore the renewal information.
4. See Orders & Renewals Tab [page 97] for more information on the cards on this tab.
5. You can Export [page 12] to an .xlsx file on your computer.
6. If you have questions, select the *Get Assistance* button on the top right to access *Guided Partner Support for the Customer Success Dashboard*.

Related Information

Upcoming Cloud Renewals Card [page 93]

4.5.1.3 Active License Sales Orders with Service Provider Card

On the *License Sales Orders* card, you can see a list of all active license sales sold by a partner. Partner is the *Sold to* or *Agent*.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Customer Success* > *Customer Adoption tab* > *Active License Sales Orders with Service Provider* card.
2. (optional)Type a customer name in the search to find a specific customer.
3. Select a customer *Name* to go to the account information on the Customer Information Page [page 95].
4. You can Export [page 12] to an .xlsx file on your computer.
5. If you need some help, select the *Get Assistance* button on the top right to access *Customer Details Dashboard in SAP for Me*.

4.5.1.4 Cloud Platform Pay-Per-Use Card

On the *Cloud Platform Pay-per-use* card, you can review cross-customer Cloud Platform enterprise agreement credit use for the last closed billing period.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Customer Success* > *Customer Adoption tab* > *Cloud Platform Pay-per-use* card.
2. The top row shows an overview of customer credit usage. Select any of these filters to see more detailed information.

- *Customers used over 90%*: customers that exceed 90% usage are shown in red and are getting close to exceeding consumption.
- *Customers Used Over 70% Credits*: Customers that exceed 70% usage are shown in orange.
- *Customers in Good Standing*: Customers that are under 70% usage are shown in green.

3. You can select the customer name at the bottom of the card to see detailed usage data for the selected customer.
4. To clear the filters and see all customer use, select *Clear All* at the top right of the card.

4.5.1.5 Customer Information Page

On the *Customer Information* page, you can see all customer information, including their portfolio, cloud usage, orders & renewals, and cloud delivery.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Customer Success* > *Customer Adoption tab* .
2. Select a customer name from one of the cards to go to the *Customer Information* page.
3. The *Customer Information* page has these tabs:

Tab	Cards
Portfolio Tab [page 96]	See product, materials, and systems information for the customer.
Cloud Usage Tab [page 96]	See cloud consumption and credit usage information for the customer.
Orders & Renewals Tab [page 97]	See orders, cloud contracts, and on-premise maintenance information for the customer.
Cloud Delivery Tab [page 98]	Get an overview of the customer migrations.
Export [page 12]	Export the information on most cards to a .xlsx file on your computer.

Tab	Cards
Get Assistance	If you need some help, select the *Get Assistance* button on the top right to access *Customer Details Dashboard in SAP for Me*.

4.5.1.5.1 Portfolio Tab

On the *Portfolio Tab*, you can see product, materials, and systems information for your customer.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Customer Success* > *Customer Adoption tab*.
2. Select a customer name from one of the cards to go to the *Customer Information* page.
3. Select the *Portfolio Tab*
4. The *Portfolio Tab* has these cards:

Card	Description
Products Card	See all products your customers have purchased.
License Materials Card	See total licenses and potential license overuse of your SAP products. Select the alert message next to the *Product Name* to expand the row to see potential overusage status.
Systems Card	See a comprehensive overview of On-Premise and Cloud systems, installation numbers, status and more.
Get Assistance	If you need some help, select the *Get Assistance* button on the top right to access *Customer Details Dashboard in SAP for Me*.

5. You can Export [page 12] to an .xlsx file on your computer.

4.5.1.5.2 Cloud Usage Tab

On the *Cloud Usage Tab*, you can see cloud consumption and credit usage information for your customer.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Customer Success* > *Customer Adoption tab*.
2. Select a customer name from one of the cards to go to the *Customer Information* page.

3. Select the *Cloud Usage Tab*.
4. The *Cloud Usage Tab* tab has these cards:

Card	Description
Public Cloud Consumption Card	Review and understand your license compliance across the customer's SAP cloud products. The last consolidation date is listed at the top of the card. Select the > arrow next to the *Metric* name to expand the row to see more information. Select the ⌄ next to the order in the *Orders* column to see order detais, such as information on sales order data that is relevant for a specific Metric ID. **Note** The quantities shown in the order view do not necessarily reflect 1:1 the entitlement quantities for a Metric ID under the Total due. For example, potential bundling, applied block size factors.
Cloud Platform Enterprise Agreement Credit Usage Card	Review the monthly credit usage for your customers to avoid overusage costs and support upselling discussions. ◦ Select *Register New Deal* to go to the *SAP Deal Regisration* application.
Get Assistance	If you need some help, select the *Get Assistance* button on the top right to access *Customer Details Dashboard in SAP for Me*.

5. You can Export [page 12] to an .xlsx file on your computer.

4.5.1.5.3 Orders & Renewals Tab

On the *Orders & Renewals Tab*, you can see orders, cloud contracts, and on-premise maintenance information for your customer.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Customer Success* > *Customer Adoption tab*.
2. Select a customer name from one of the cards to go to the *Customer Information* page.
3. Select the *Orders & Renewals Tab*.
4. The *Orders & Renewals Tab* tab has these cards:

Card	Description
Orders Card	See past, current, and future orders for your customer, their order number, product, quantity, duration (if it is a subscription).
Cloud Contracts Card	Review all the cloud contracts that are up for renewal for the customer. ◦ Select any links under the *License Materials* column for more information on the cloud contract materials.
On-Premise Maintenance Card	See all your customer's on-premise maintenance orders (direct and indirect) for any renewal date.
Get Assistance	If you need some help, select the *Get Assistance* button on the top right to access *Customer Details Dashboard in SAP for Me*.

5. You can Export [page 12] to an .xlsx file on your computer.

4.5.1.5.4 Cloud Delivery Tab

On the *Cloud Delivery Tab*, you can get an overview of migrations for a customer.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Customer Success* > *Customer Adoption tab*.
2. Select a customer name from one of the cards to go to the *Customer Information* page.
3. Select the *Cloud Delivery Tab*.
4. The *Cloud Delivery Tab* tab has these cards:

Card	Description
Next-Generation Cloud Delivery Schedule	See past, current, and future orders for your customer, their order number, product, quantity, duration (if it is a subscription). Next-Generation Cloud Delivery Schedule Card [page 100]

5. You can Export [page 12] to an .xlsx file on your computer.

4.5.1.5.5 Next-Generation Cloud Delivery Schedule Card Detail Card

The *Next-Generation Cloud Delivery Schedule* details card on the *Customer Success* dashboard gives you a list of your One Strike migrations and avoid service discruptions for your customer.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Customer Success* > *Customer Delivery tab* > *Next-Generation Cloud Delivery Schedule* overview card.
2. On the *Next-Generation Cloud Delivery Schedule* overview card, select the > arrow on the far right of the *Customer* row to see go to the Next-Generation Cloud Delivery Schedule Card Detail Card [page 99] on the Customer Information Page [page 95].

   Note

   Planned transition dates are for informational purposes only and subject to change without notice. Transition dates will be confirmed on the *Next-Generation Cloud Delivery Schedule* detail card and emaill at least 90 days before to the transition start date.

4.5.2 Customer Delivery Tab

On the *Customer Delivery* tab, you can access certified people by product for Partner accounts.

From the sidebar, select *Partner Dashboards* > *Customer Success* > *Customer Delivery* tab.

The *Customer Delivery* tab has these cards:

Card	Description
Next-Generation Cloud Delivery Schedule Card [page 100]	Keep track of the status and timeline for transitioning your cloud solutions to data centers and new infrastructure.
Current Certified Individuals Card [page 101]	See certified and current individuals by product for a partner account.
Current Consultant Certifications Card [page 103]	See current solution certified people by product for the partner account (unique individuals) register new certifications.
Customer Cloud Project Card [page 104]	Manage your cloud customer implementations, monitor waves with risk and in escalation that require urgent attention, and register new projects.

Related Information

Customer Adoption Tab [page 92]

4.5.2.1 Next-Generation Cloud Delivery Schedule Card

The *Next-Generation Cloud Delivery Schedule* card on the *Customer Success* dashboard helps you keep track of the status and timeline for transitioning your cloud solutions to data centers and new infrastructure.

Procedure

1. From the sidebar, select *Partner Dashboards* › *Customer Success* › *Customer Delivery tab* › *Next-Generation Cloud Delivery Schedule* overview card.
2. The *Next-Generation Cloud Delivery Schedule* card displays this information:

Column	Description
Customer	Planned or completed system migration (transition) for this customer.
System Migrations Completed	The number and percent of completed planned migrations for the listed time period. ◦ *Next 30 Days* ◦ *Next 60 Days* ◦ *Next 90 Days* ◦ *Next 180 Days* ◦ *After 180 Days*
Customer Migration Details	Select the › arrow on the far right of the *Customer* row to see go to the Next-Generation Cloud Delivery Schedule Card Detail Card [page 99] on the Customer Information Page [page 95].

3. Select the › arrow on the far right of the *Customer* row to see more information
4. Select the ⌄ arrow on the far right of the *Customer* row see specific customer details on the Customer Information Page [page 95].
5. Select Export [page 12] to export the data to an .xlsx file.

4.5.2.2 Current Certified Individuals Card

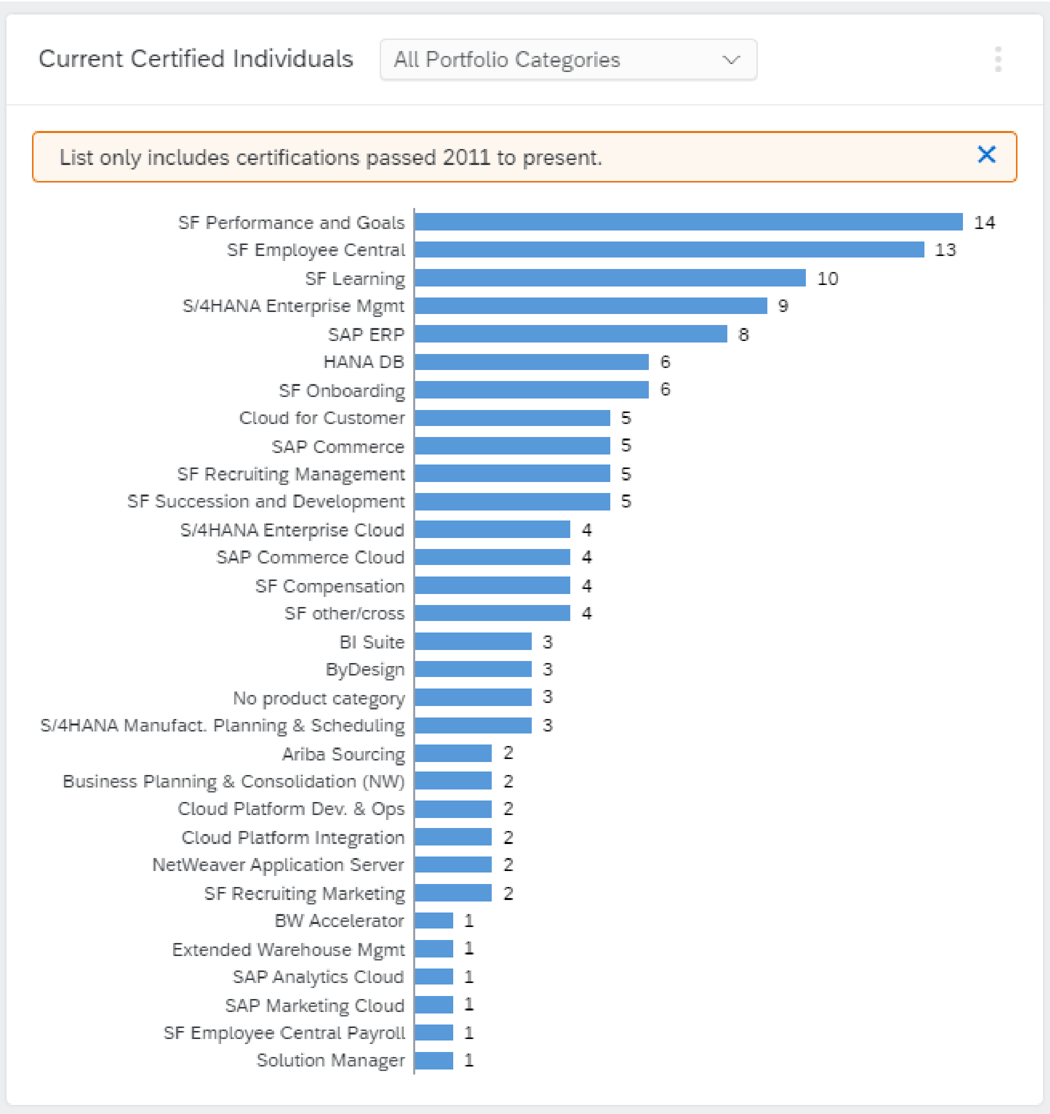
On the *Current Certified Individuals* card, you can see certified and current individuals by product for a partner account.

Prerequisites

You can see the *Current Certified Individuals* card if you have authorization provided by your Partner Security Manager for your partner company. Required permissions for this card are: *Security Manager* and *Partner Manager*.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Customer Success* > *Customer Delivery tab* > *Current Certified Individuals* card.
2. You can filter by *Product Portfolio* or *All Portfolio Categories* to see products and certrified and current individuals for a partner account.



Related Information

Customer Delivery Tab [page 99]
Current Consultant Certifications Card [page 103]
Customer Cloud Project Card [page 104]

4.5.2.3 Current Consultant Certifications Card

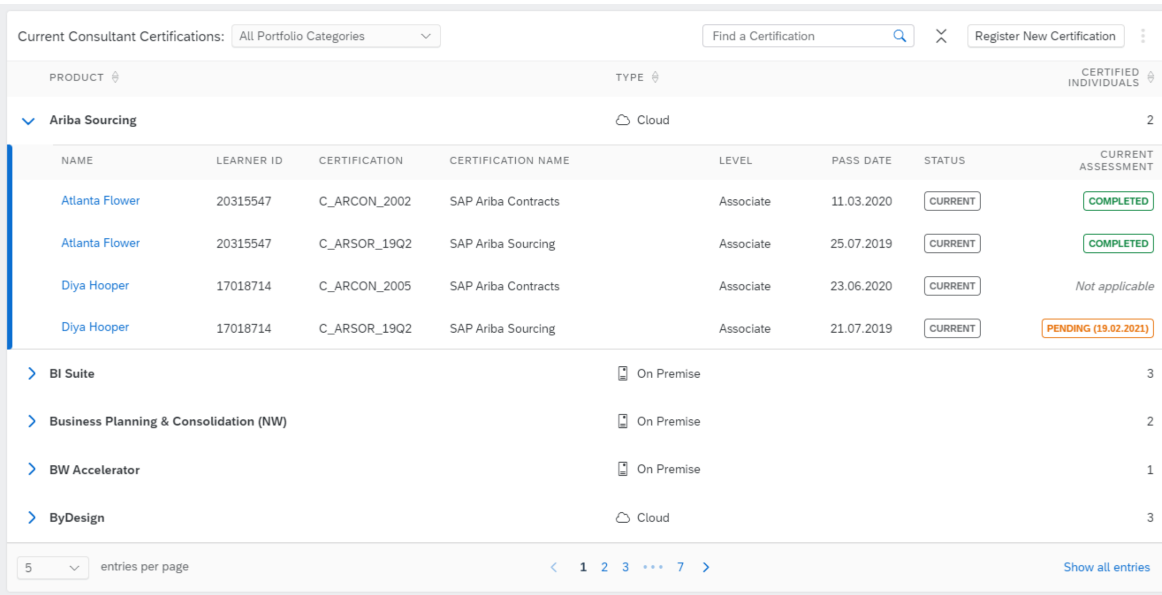
On the *Current Consultant Certifications* card, you can review certified and current individuals by Cloud and On-Premise product for a partner account.

Prerequisites

You can see the *Current Consultant Certifications* card if you have authorization provided by your Partner Security Manager for your partner company. Required permissions for this card are *Security Manager* and *Partner Manager*.

Procedure

1. From the sidebar, select ▶ *Partner Dashboards* ▶ *Customer Success* ▶ *Customer Delivery tab* ▶ *Current Consultant Certifications* ▶ card.
2. To register a new certification, select *Register New Certification* at the top right of the card. This takes you to the SAP Certification site.
3. Fillter by *Product Portfolio* or *All Portfolio Categories* or *Find a Certification*.
4. Select a row in the *Product* column to expand the row to see a list of current certified consultants, their status, current assessment, and contact information for the selected product.



5. Select an individual in the *Name* column to get in touch via email.
6. You can Export [page 12] to an .xlsx file on your computer.

Related Information

Current Certified Individuals Card [page 101]
Customer Cloud Project Card [page 104]

4.5.2.4 Customer Cloud Project Card

On the *Customer Cloud Project* card, you can manage your cloud customer implementations, monitor waves with risk and in escalation that require urgent attention, and register new projects.

You can see the *Customer Cloud Project* card if you have authorization provided by your Partner Security Manager for your partner company. Required permissions for this card are: *Security Manager* and *Partner Manager*.

Procedure

1. From the sidebar, select *Partner Dashboards* > *Customer Success* > *Customer Delivery tab* > *Customer Cloud Project* card.
2. You can filter by *Customer Cloud Project* or *All Solution Areas* or search for a customer name to see products and certrified and current individuals for a partner account.

   The top of the *Customer Cloud Project* card shows a summary of projects and and the stage of wave implementation they are in.
   - *Waves in Escalation*: waves in escalation alerts are shown in red when some aspect of the project has fallen dramatically behind, has a major setback, or is outside the expected parameters.
   - *Waves at Risk*: waves at risk alerts display in orange when some aspect of the project is at risk or requires special attention.
   - *Waves on Track*: waves on track alerts display in green for waves that are less than or equal to 24 months from wave changed date.
   - *Wave on Hold*: waves on hold alerts display in gray for waves that are less than or equal to 24 months from wave changed date.
   - *Waves not Started*: waves not started alerts display in gray for waves that are less than or equal to 24 months from wave changed date.
3. Select the > next to a customer name to expand the row to see all the wave info, such as number, scope, stage, and more.
4. Select a name in the *Customer Name* column to go to the Customer Information Page [page 95], where you can see all the customer's information.
5. Select an contact name in the *SAP Contacts* column to see contact information.
6. To register a new project, select *Register New Project* to go to the SAP Digital Library Site.
7. If there is a Customer Engagement Executive contact name under the *Planned Go Live* column, select the name to get in touch.

4.6 Partner Solutions

Manage, upgrade, and build partner solutions and certifications on the *Partner Solutions* dashboard.

From the sidebar, select *Partner Dashboards* > *Partner Solutions*.

The *Partner Solutions* dashboard has these cards:

Card	Description
Build Your Own Solution Card [page 105]	Access important Partner information, such as guides, licensing, enablement, and more.
Partner Solutions Card [page 106]	See a summary of the current partner solutions developed and managed by your company, register new solutions, and access details on your solutions.
Partner Solutions Get Assistance Tool	Guided Partner Support for the *Partner Solutions* dashboard in SAP for Me

4.6.1 Build Your Own Solution Card

Access important Partner information, such as guides, licensing, enablement, and more on the *Build Your Own Solution* card.

From the sidebar, select *Partner Dashboards* > *Partner Solutions* > *Build Your Own Solution* card.

From the *Build Your Own Solution* card, you can access:

- *Partner Build Beginner's Guide*: Start with onboarding guidance to building your solution.
- *Partner Solution Idea Registration*: Register Partner Solution Idea using *Manage My Apps*
- *Partner Development Licensing Services*: Order Test, Demo, and Development Licensing Services
- *Partner Developer Enablement*: Explore Enablement Assets and Training for Developers.
- *Partner Build Support Services*: Access Partner services ready to help you build your solution.

Related Information

Partner Solutions [page 105]

4.6.2 Partner Solutions Card

See a summary of the current partner solutions developed and managed by your company, register new solutions, and access details on your solution on the *Partner Solutions* card.

Context

To use the *Partner Solutions* card:

Procedure

1. From the sidebar, select *Partner Dashboards* > *Partner Solutions* > *Partner Solutions* card.
2. Search for a solution or select one from the list.
3. Select *Register New Solution Idea* to go to SAP Manage My Apps and register a new solution.
4. You can Export [page 12] on this card to an .xlsx file on your computer.

Related Information

Partner Solutions [page 105]

5 SAP for Me Mobile App

5.1 Android Features

With the SAP for Me mobile app for the Android phone, you can easily interact with SAP from anywhere and at anytime. You'll have complete transparency into your SAP product portfolio all in one place.

These are the key features for SAP for Me for the Android phone:

- Receive mobile notifications for support case status change, cloud system status change, and updates from the SAP community.
- Manage your support cases.
- Monitor cloud service status
- See SAP-relevant events, including planned maintenance for cloud services, and other events.
- Join *Schedule an Expert* or *Schedule a Manager* sessions, and more.
- Share an event or save it to your calendar.

Related Information

Install SAP for Me Mobile App [page 108]

5.2 iPhone Features

With the SAP for Me mobile app for the iPhone, you can easily interact with SAP from anywhere and at anytime. You'll have complete transparency into your SAP product portfolio all in one place.

These are the key features for SAP for Me for the iPhone:

- Receive mobile notifications for support case status, cloud system status, and updates from the SAP community.
- Manage and report support cases.
- Monitor cloud service status
- See SAP-relevant events, including planned maintenance for cloud services, and other events.
- Join *Schedule an Expert* or *Schedule a Manager* sessions, and more.
- Share an event or save it to your calendar.

Related Information

Install SAP for Me Mobile App [page 108]

5.3 Install SAP for Me Mobile App

The SAP for Me mobile app it integrates SAP for Me functions to your Apple or Android phone.

Install SAP for Me App

Install the SAP for Me mobile app:

- Apple App Store
- Google Play Store

After you install the SAP for Me app, Log In to Mobile App [page 108].

Related Information

What is SAP for Me? [page 4]
User Action Menu [page 13]

5.4 Log In to Mobile App

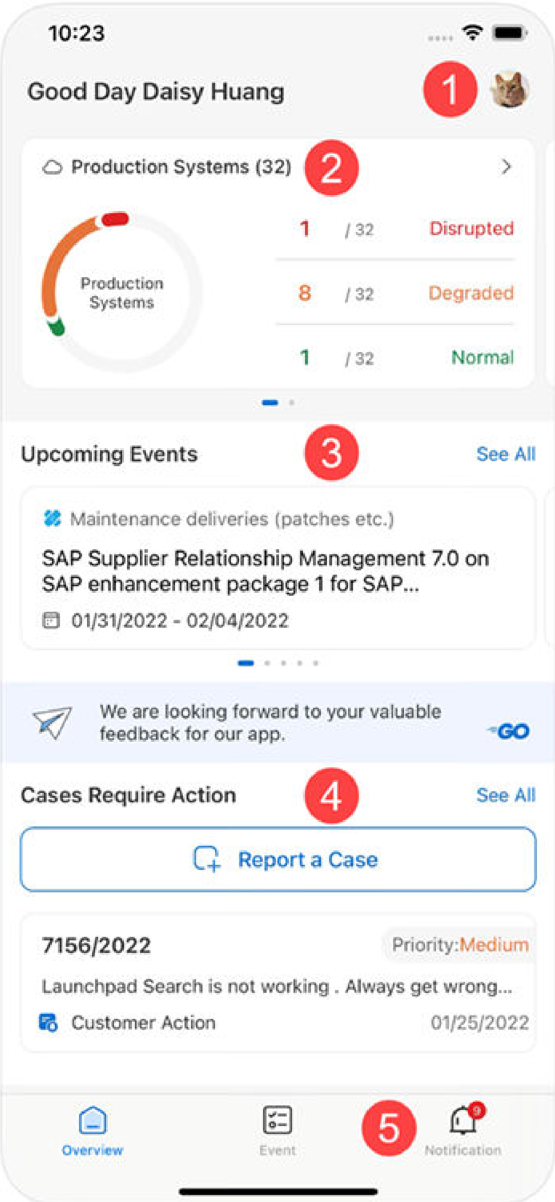
Log in to the SAP for Me to access all the features.

After you Install SAP for Me Mobile App [page 108] the mobile app on your device, you can start taking advantage of all the amazing features in SAP for Me.

Procedure

1. Open the SAP for Me app on your mobile device and log in with your SAP Universal ID or S-user ID.
2. After you log in, you'll see the SAP for Me *Home* page.

   The *Home* page looks something like this. The numbers in the image match the descriptions below.



Feature	Description
1. User Action Menu [page 13]	The *Profile* menu gives you access to your profile, preferences, and company info.
2. Cloud Systems on Mobile [page 110]	Provides an overview of cloud system status.
3. Events on Mobile [page 110]	Shows the latest information on SAP events related to your products. See Calendar [page 114]
4. Manage Cases on Mobile [page 111]	See an overview of all cases by status. Case list is sorted by priority and updated time by default.
5. Notifications on Mobile [page 112]	See SAP notifications for updates on cases, cloud availability, and from the SAP Community.

Related Information

[Android Features [page 107]](#)
[iPhone Features [page 107]](#)
[SAP for Me Authorizations [page 15]](#)

5.5 Cloud Systems on Mobile

Provides an overview of cloud system status.

Prerequisites

You must first register your cloud systems in the SAP Cloud Availability Center.

Procedure

1. Tap the system panel on the *Home* page to see the status dashboard of for your production systems and all your systems.

Status	Description
Disrupted	The cloud service is not available as verified by SAP.
Degraded	The cloud service has limited availability as verified by SAP.
Under Investigation	SAP is still working on analyzing your cloud service
Maintenance	Your cloud service is under maintenance by SAP.
Normal	Your cloud service is working normally, as expected.

2. Select the system you want to check the status for.
3. Scroll down to see the status update.
4. To share the system status, go to the Cloud Service list, then tap *Save*.
5. Give the app access, then save to the location you prefer.

5.6 Events on Mobile

Events shows you the latest information on SAP events related to your products.

You can see Upcoming Events on the SAP for Me *Home* page. Some events type require special authorizations.

Event types include:

Event	Description
Cloud Availability Center Planned Downtime	Check on availability and maintenance information for your cloud systems from the SAP Cloud Availability Center.
Expert Sessions	*Schedule an Expert* and *Schedule a Manager* events that let you schedule online meetings with specific managers or experts.
Licence Key Expiration	To activate a SAP product, a license key might be required. See products with the latest expiration infromation so you know when to to request new license keys.
Additional Events	Maintenance Delivery, Security Patches, Manual Updates, and more.

1. Select an event to see the *Event Detail*.
2. On the *Event Detail*, you can:
    - Tap *Join* to join an event that is happening right now.
    - Tap *Add to Calendar* to add a future event to your Calendar [page 114].
    - Tap *Share* to share the event with someone.

Learn more about *Events* on the Events Card [page 69].

5.7 Manage Cases on Mobile

See your open cases and reply to your cases.

Procedure

1. Next to *Cases Require Action* on the SAP for Me *Home* page, select *See All* to see go to the *Case List*.
2. Select either *My Cases* (cases you reported) or *All Cases* (that you are authorized to see).
3. To filter cases, select *Filter*, then tap the statuses you want see. Tap outside the filter area to load the filtered cases. .

    > **i Note**
    >
    > By default, the *Case List* is sorted by priority and updated time.

4. Tap on the case header to see the *Case Details*.
5. Tap on any of the tabs for more information: *Details*, *Solutions*, or *Attachments*.
6. In the *Case Details*, type a message in the text area.
7. To add an attachment, tap *Add* to add a screenshot to your message.
8. When you are ready to send your message to SAP, tap *Send*.

Related Information

Cases Overview by Status Card [page 48]

5.8 Notifications on Mobile

See SAP notifications for updates on cases, cloud availability, and from the SAP Community.

SAP for Me Notification Types

In SAP for Me, you can see notifications for the following:

Notification	Description
Case	Status changes for your reported cases.
Cloud System	Availability status changes for your cloud systems. You must register your cloud systems and manage notifications in SAP Cloud System Notifications Subscriptions.
SAP Community	Updates from the SAP Community Follow the SAP for Me Community.

Enable Notifications for SAP for Me

1. Turn on Notifications for SAP for Me app in your device settings.
2. In SAP for Me, tap the *Profile* menu, then tap *Settings*.
3. Tap the button to turn notifications on or off for *Case*, *Cloud System*, and *SAP Community*.

View All Notifications

In SAP for Me, tap 🔔 *Notifications* on the bottom bar to see the notifications list.

Mark Notifications as Read

If you tap a notification, it is automatcially marked as read. To mark notifications as read:

1. Tap 🔔 *Notifications* on the bottom bar to see the notifications list.

2. To mark all notifications as read, tap *Mark All as Read*.
3. To mark a single notification as read, select a message and swipe left. Then tap *Mark Read*.

6 Cross-Capabilities

6.1 Notifications

Notifications indicate that you have relevant information to check in SAP for Me.

If you have any notifications, the display on the top right of the page with a red flag showing the number of notifications for you. You can set which notifications you want to get in the SAP Communications Center.

Procedure

1. Select *Notifications* at the top right of the page to see a list of your notifications.
2. You can sort by *Latest*, *By App*, and *By Priority*.
3. Select *More Information* next to a notification to see the message.
4. You can select *Refresh* to see if there are any new notifications. Select *Clear* to clear all your notifications.
5. Select *Manage* to subscribe to various notifications you want to receive and choose how you receive them (*Launchpad*, *Email*, and *SMS*)in the SAP Manage Notifications application.

6.2 Calendar

See SAP events in a centralized calendar. Filter by favorite products to see events most relevant to you.

Select *Calendar* from the sidebar to see all relevant SAP events.

> **i Note**
>
> To see some event types, you need special authorizations that your administrator can grant you. Select the name of a restricted event type to access a self-service to request these authorizations.

You have several options on the calendar:

Option	Description
Filter by event type on the left side of the calendar. The list of event types can vary. ☑ Planned maintenance for cloud services ☑ License key expiry ☑ Schedule an Expert or Manager sessions ☑ Maintenance deliveries (patches etc.) ☑ SAP Security Patch Days ☑ SAP extranet release dates	Check the boxes for the types of events you want to see. The colors indicate the type of event on the calendar. To hide the calendar legend, select *Hide Calendar Legend* from the ⋮ *Card Menu*.
Favorite Products only	Check the box to see only the events that are related to your favorite products.
Day/Week/Month	Select the calendar view you prefer. See events for the day, week, or for the entire month.
Event Details	Select an event on the calendar to see more information for the event: • Select *Download ICS* to download the event to your personal calendar. • Select the *See more* button (not all events have it) to go to the Event Details Page [page 69].
⋮ *Card Menu*	Select the *Card Menu* at the top right of the calendar to select: • *What is this card about?*: Get help on the calendar. • *Contact Us*: Create a written incident or contact SAP by phone. • *Resize Me*: shrink, grow, or display default calendar view.

Related Information

Notifications [page 114]
Search [page 116]

6.3 Search

The central search in the SAP for Me header helps you quickly find information you need.

For example, you can search for S-users in your company, products, licenses, systems, and more. See Users & Contacts Dashboard [page 73] for more info on this dashboard and how to edit user data.

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